

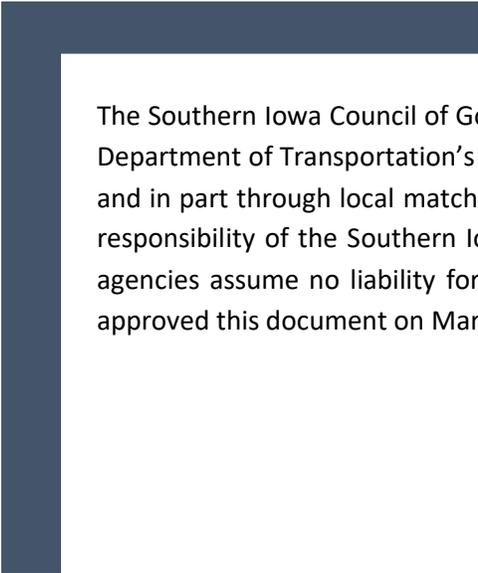
# PASSENGER TRANSPORTATION PLAN



RPA 14/ATURA  
Transportation Planning Affiliation



Written and Prepared by  
RPA-14/ATURA Staff  
Approved by the Policy Board  
On March 10<sup>th</sup>, 2020



The Southern Iowa Council of Governments/RPA-14 prepared this report with funding from the U.S. Department of Transportation's Federal Highway Administration and Federal Transit Administration, and in part through local matching funds of the RPA member governments. These contents are the responsibility of the Southern Iowa Council of Governments/RPA-14. The U.S. Government and its agencies assume no liability for the contents of this report or for the use of its contents. RPA-14 approved this document on March 10<sup>th</sup>, 2020.

**RESOLUTION**



RPA 14/ATURA  
Transportation Planning Affiliation

*Region 14*

*Serving the Counties of...*

**ADAIR - TAYLOR - UNION - RINGGOLD - ADAMS**

Chair: Ron Riley, Union County

Vice-Chair/Secretary: John Twombly, Adair County

**RPA-14/ATURA Resolution**

**Adoption of the Final FY 2015-2020 Passenger Transportation Plan**

WHEREAS, The RPA 14 / ATURA Transportation Planning Affiliation is organized to provide transportation planning services for Region 14 (Adair, Taylor, Union, Ringgold and Adams Counties);

WHEREAS, the RPA 14 / ATURA Policy Board has reviewed and approved the FY2021 – 2026 Passenger Transportation Plan; and

WHEREAS, the RPA 14 / ATURA Policy Board has conducted a thirty (30) day public comment period regarding the Draft Passenger Transportation Plan;

THEREFORE, BE IT RESOLVED, that the RPA 14 / ATURA Transportation Planning Affiliation adopts the FY2021-2026 RPA 14 / ATURA Passenger Transportation Development Plan.

Adopted by the RPA 14 / ATURA Policy Board on 3-10, 2020

Signed: Ron Riley  
Ron Riley, Chairman

Attest: John Twombly  
John Twombly, Vice Chair/Secretary

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## SECTION 1: INTRODUCTION AND PROCESS DISCUSSION



# INTRODUCTION

## MAP OF RPA-14/ATURA REGION

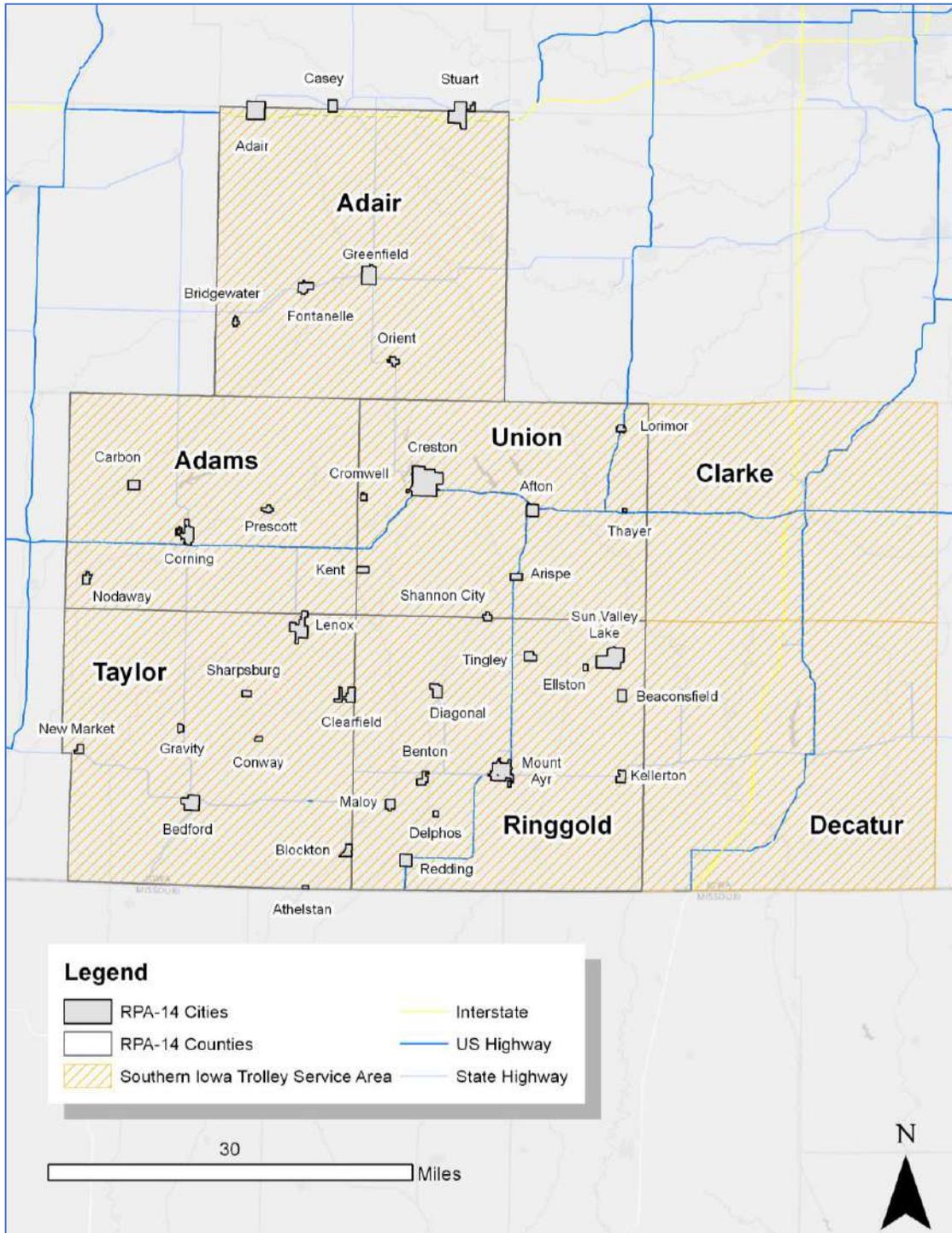


Figure 1. The ATURA/RPA-14 Region | Source: Iowa DOT and US Census Bureau

## GOALS OF THE PASSENGER TRANSPORTATION PLAN

The goals of the Passenger Transportation Plan are as follows:

1. Improve transportation services to lowans
2. Increase passenger transportation coordination
3. Create awareness of unmet needs
4. Develop new working partnerships
5. Assist decision-makers, advocates, and consumers in understanding the range of transportation options available
6. Develop justification for future passenger transportation investments
7. Save dollars and eliminate overlapping of services

This plan has been developed to serve as a mobility management tool to address the specific passenger transportation needs that the local constituency desires. A concerted effort was made to jointly involve human service agencies/organizations, private transportation providers, the local transit system, and elected officials and city representatives. This plan attempts to consider all passenger transportation needs and services.

Since 2006 a coordinated passenger transportation planning process has been underway within the RPA 14/ATURA region. The Transportation Advisory Group (TAG) has evolved over the years, but it has consistently included representatives from a variety of human service organizations.

## HISTORY OF THE PTP PROCESS

The Iowa DOT began public participation in 2006 with a series of Mobility Action Plan (MAP) workshops that were held around the state. A regional MAP workshop and follow-up meetings were also held in this region that year. These MAP workshops brought together participants involved in providing transportation and those associated with various human services organizations from throughout the region. Based on the information gathered from surveys and input obtained at these meetings, RPA 14/ATURA staff developed a list of individuals and organizations to be included in the PTP process. Identification and coordination of areas of interest, barriers to accessing transportation services, identification of unmet needs and the reasons they remain unmet were established early in the process.

Since the last full Passenger Transportation Plan was adopted by RPA-14/ATURA in March of 2014, a variety of health, human service, and educational organizations, together with elected officials, have been involved in the PTP process through the region's Transportation Advisory Group (TAG). Efforts to more fully engage these organizations in the PTP process have continued since that time. Regular meetings have been held and input has been sought consistently.

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## THE SOUTHERN IOWA COUNCIL OF GOVERNMENTS/RPA-14/ATURA

RPA-14/ATURA is the recognized transportation affiliate of the Southern Iowa Council of Governments (SICOG). Housing three fewer counties than SICOG, RPA-14/ATURA is staffed full-time by a Transportation Planner employed by SICOG along with collaboration from the Executive Director, Finance Director, two Regional Planners, and an Office Manager. Staff members are listed below.

- Executive Director: Timothy Ostroski
- Finance Director: Judy Brimm
- Transportation/Regional Planner: Stu Burzette
- Office Manager: Nancy Groth
- Regional Planner: Jeremy Rounds
- Regional Planner: Joel Lamb

## TRANSPORTATION ADVISORY GROUPS

After more than 35 years of Southern Iowa Trolley operating as a department of Area XIV Agency on Aging, the Southern Iowa Trolley began operation under an intergovernmental agreement (28E) of the seven counties that it serves on July 1, 2012. This change in organization came about because of the impending merger of area agencies in Iowa. As a result of that organizational change, the Southern Iowa Trolley Transportation Advisory Council (SIT TAC), which had served as the Transit Advisory Group (TAG) over the previous years, ceased to exist.

Efforts to create a newly formed Transportation Advisory Group (TAG) in 2012 were not particularly successful at attracting representatives from human service organizations. Therefore, in 2013, two groups, Family TIES and the Ringgold County Interagency Group, took over the role of the Transportation Advisory Group (TAG). Although these groups are each voluntary and meet in a single county, participants include regional human service providers and representatives who serve a variety of counties within the RPA 14/ATURA region. It has been felt by RPA-14/ATURA staff that because of the large number of participants who regularly attend these meetings that these groups together have provided a very broad and inclusive representation from within the region. Members of both of these groups were provided Draft PTP documents for review and comments and were asked for concurrence with the document. Members of the Adams County and Taylor County Interagency Groups were also provided Draft PTP documents for review but these meetings were not attended by RPA-14/ATURA staff as membership in these groups overlap heavily with current TAGs. However, attendance to these groups will likely begin following the adoption of the 2021-2026 PTP to ensure proper representation of all counties to the fullest extent.

In addition to these groups, the Board of Trustees of the Southern Iowa Trolley (composed of Supervisors from each of the seven counties served by the transit agency) also participates in an advisory capacity throughout the year. The SIT Board is composed of elected representation from each county served by the agency and provides a forum to discuss transportation needs within the counties. They offer RPA-14/ATURA staff and the SIT Administration the opportunity to participate

in discussions about service, unmet needs, and activities undertaken to increase ridership at their meetings. The SIT and its board were also provided an opportunity for input into the Draft PTP document prior to submission to the Iowa DOT in final form.

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### **FAMILY TIES GROUP**

Family TIES is a volunteer group that meets in Union County, composed of representatives of a number of health and human service agencies (many of them regional service providers), elected officials, educators, community volunteers, and transportation providers. Family TIES has become a valuable Transportation Advisory Group (TAG) for the region. It meets monthly and offers an opportunity to discuss issues of interest related to human service providers and the people they serve. At these meetings each participant gives an agency update. RPA-14/ATURA staff speak at these meetings about the PTP and their purpose in attending the meetings including learning more about the passenger transportation needs within the region, identification of gaps in services, using the group in an advisory role for the PTP process, discussions about services available from Southern Iowa Trolley, and a desire to identify possible new or expanded services to better meet the needs of all residents, but particularly of those who might be low-income, disabled, or elderly. The members of the group agreed to act in an advisory capacity and to participate in the PTP online survey seeking inventory information and transportation data. This group provided valuable input into the preparation of this plan. Figure 2 is a full list of active members (attended a meeting within the last 18 months) of the Family Ties TAG.

<i>Name</i>	<i>Organization</i>
Adam Goodvin	Iowa DHS
Angie Larson	MATURA
Ashley Parker	Connections Area Agency on Aging
Barb Coenen	MATURA
Billie Jo Greenwalt	Southern Iowa Regional Housing Authority
Bonnie Scroggie	MATURA-IWD
Carol Jensen	Iowa Child Care Resource and Referral
Chris Mansour	READS
Darla Helm	SWCC - Adult Literacy
Deb Pryor	AARP
Delores Doensch	United Church of Christ
Emma Ferguson	Amerigroup
Jeni Hodgkins	Parent Partner
Jenny Wuebker	SWCC
Jocelyn Blazek	Iowa DHS
Karla Hynes	MATURA - WIC
Kristie Nixon	SWCC - Early Childhood Education/PAT
Leesa Lester	Southern Iowa Trolley
Linda Buxton	SWCC
Linda Huffman	Creston Community Schools
Marisol Saldana	PROTEUS
Rhonda Lewis	Zion Recovery
Stu Burzette	SICOG/ATURA/RPA-14
Tasha Moore	Connections Area on Aging
Vicki Sickels	Quad Counties 4 Kids ECI
Victoria Crippen	Child Welfare Decategorization Project

**Figure 2. Family TIES Members**

See Appendix for relevant minutes from this group.

### **RINGGOLD COUNTY INTERAGENCY GROUP**

Ringgold County Interagency Group is a voluntary group that meets in Ringgold County, composed of representatives of a number of health and human service agencies (many of them regional service providers), elected officials, Iowa Department of Health employees, community representatives, and educators. Ringgold County Interagency Group has become a valuable Transportation Advisory Group (TAG) for the region. It meets bi-monthly and offers an opportunity to discuss issues of interest related to human service providers and the people they serve. At these meetings each participant gives an agency update. RPA-14/ATURA staff speak at these meetings about the PTP and their purpose in attending the meetings including learning more about the passenger transportation needs

within the region, identification of gaps in services, using the group in an advisory role for the PTP process, discussions about services available from Southern Iowa Trolley, and a desire to identify possible new or expanded services to better meet the needs of all residents, but particularly of those who might be low-income, disabled, or elderly. The members of the group agreed to act in an advisory capacity and to participate in the PTP online survey seeking inventory information and transportation data. This group provided valuable input into the preparation of this plan. Figure 3 is a full list of active members (Attended a meeting within the last 18 months) of the Ringgold County Interagency Group.

<i>Name</i>	<i>Organization</i>
Becky Fletchall	Ringgold County Public Health
Brandy Powers	Tobacco Prevention
Cathy Dooley	HIV Special Projects, IDPH
Cyndi Smith	Americorps Youth Launch
Deb Robertson	Senior Life Solutions and Community Volunteer
Jeni Hodgkins	Parent Partner
Jennifer McBroom	Americorps Youth Launch, Graceland University
Jodi Haley	Zion Recovery
Karla Hynes	MATURA
Kate Cassill	Crisis Intervention and Advocacy
Katie Smith	Mount Ayr Medical Clinic
Melissa Woodhouse	I-Smile, Marion County Public Health
Peggy Kost	Crisis Intervention and Advocacy
Rachelle Hardisty	Parent Partner
Rene Fierce	MATURA Head Start
Robin McDonnell	Ringgold County Public Health
Shannon Harris	Crisis Intervention and Advocacy
Stacy Haas	1st Five
Stu Burzette	SICOG/ATURA/RPA-14
Tracee Knapp	Ringgold County Hospital
Vicki Sickels	Quad Counties 4 Kids ECI/Ringgold County Wellness 5-2-1-0

**Figure 3. Ringgold County Interagency Group Members**

See Appendix for relevant minutes from this group.

## PTP SURVEY

In October of 2019, the draft version of the PTP survey was distributed to the email groups of Family Ties (67 members), Ringgold County Interagency (62 members), Taylor County Interagency (47 members), and Adams County Interagency (48 members) groups for initial review and suggestions. After all suggestions and comments were fully considered, in November of 2019, the final PTP survey

was released and distributed to the same groups as above as well as to the individuals that were forwarded the survey by people other than RPA-14/ATURA staff. A full list of participating agencies is listed in Figure 4. A total of 33 individuals, representing 24 health and human service organizations participated in the survey. Those organizations are shown below.

Child Health Specialty clinics
Creston Chamber of Commerce
Creston Specialty Care
Crossroads Behavioral Health
Child Welfare Decategorization Project
Iowa DHS
Early Access
Fuller Family Dental
Iowa Department of Human Services
Iowa Workforce Development
Logisticare Solutions LLC
Matura Action Agency
MATURA Head Start
MATURA/IWD
Nebraska AIDS Project
Quad Counties ECI
Ringgold County Hospital
Ringgold County Wellness 5-2-1-0
Senior Life Solutions
Southern Iowa Regional Housing Authority
Southern Iowa Resources for Families
Southern Iowa Trolley
Taylor County Public Health
Union County Environmental Health
ZION Recovery Services, Inc.

**Figure 4. Organizational Participation List**

The Appendix includes a printed version of the online survey and responses received during the survey.

**COMMENTS RECEIVED**

The following comments and suggestions were received during the Draft PTP Survey period.

- Inclusion of “Mental Health Services” and related terminology

## REVIEW OF DRAFT PASSENGER TRANSPORTATION PLAN

In January of 2020, the Draft PTP was distributed to members of the PTP Advisory groups for their review, comments and concurrence. The Draft PTP was also submitted to the Adams County Interagency group, the Taylor County Interagency group, the Southern Iowa Trolley, the Iowa Department of Transportation, the ATURA Policy Board, and the ATURA Technical Committee for review and comments. The RPA-14/ATURA website allows members of the public to view and comment on the Draft PTP also. Copies of the draft document are made available at the office of the Southern Iowa Council of Governments. An announcement of the opportunity to review the Draft PTP and comment on it was placed in *"The Windmill"*, the monthly newsletter of the Southern Iowa Council of Governments. This newsletter is distributed to each county and city within the RPA-14/ATURA region as well as to many other organizations, businesses, banks, and elected officials in the area.

Once input and comments received were taken into consideration, the final version of the Passenger Transportation Plan was drafted and submitted to the RPA-14/ATURA Transportation Technical Committee for their recommendation to the RPA-14/ATURA Policy Board. Following a public hearing, the RPA-14/ATURA Policy Board was asked to adopt the Resolution shown on page one of this document approving the final version of the Passenger Transportation Plan.

## COMMENTS RECEIVED

The following comments were received from the public during the Draft PTP review period.

- None

## SECTION 2: INVENTORY AND AREA PROFILE



## EXISTING TRANSPORTATION PROVIDERS

### HUMAN SERVICE PROVIDERS

Due to the decentralized nature of the social and human service industry, soliciting and acquiring high quality and accurate data was difficult. Through the survey, the data in the figure below was gathered. There are at least four human service organizations in the region that provide transportation. All of which limit the service to clients-only. Only one organization, Southern Iowa Resource for Families (SIRF) owned or leased more than one vehicle and none of the organizations owned ADA-accessible vehicles. There are likely more human service organizations in the region that provide transportation to their clients, SIT and RPA 14/ATURA staff recognize this and will continually keep an updated list of those organizations as they become known.

<i>Provider</i>	<i>Eligibility Requirement</i>	<i>Number of Vehicles</i>	<i>ADA Status of Fleet</i>
<i>Southern Iowa Resource for Families</i>	Client-only	15	None
<i>Ringgold County Hospital</i>	Client-only	1	None
<i>Senior Life Solutions</i>	Client-only	1	None
<i>Iowa Department of Human Services</i>	Client-only	1	None

Figure 5. Health and Human Service Transportation Providers

### SCHOOL DISTRICTS

The school districts within the RPA-14/ATURA region provide transportation for their rural students. As the next figure shows, the costs per pupil can be quite steep, particularly for the small districts with schools located in very small towns, as they have a high percentage of students needing bus transportation to school daily.

Most school districts in the area do not routinely provide transportation for students who live in the same town their school is located in. This may create a transportation need to and from school for some students, especially those who live too far from the school to walk, ride a bike, or are unable to drive themselves. Their parents may lack transportation themselves or are not available to drive their children to school because of their work schedules.

Pre-school and very young elementary students often lack transportation to and from school because they are too young to walk by themselves or their parents or caregivers are unable to transport them. Some parents believe that it is not safe for their children to walk to school and chose riding public transportation as a safer alternative. However, the majority of towns where schools are located are quite small and in most instances the distances from home to school are only a matter of a few blocks.

Many of the citizens in these small school districts believe that keeping their schools open is a priority, and they attempt to fend off pressure to consolidate with larger nearby school districts. However, maintaining these small districts comes with a high price tag when it comes to transportation costs. There may be room for coordination between some of the districts and public transit services. In addition, it appears that most of the school buses in the region sit idle except during weekday mornings and late afternoons while on their daily routes to and from school. Unfortunately, these are the same times that the Southern Iowa Trolley usage is at its highest as well.

Although no school districts have formal contracts with Southern Iowa Trolley, they do use SIT services regularly to provide transportation for some of their special education students or those with disabilities.

Figure 6 shows 2017-2018 data from the Iowa Department of Education related to school district transportation services provided in the school districts that operate within the RPA-14/ATURA region.

<i>District Name</i>	<i>Enrollment</i>	<i>Miles</i>	<i>Net Operating Cost (\$)</i>	<i>Avg # of Students Transported</i>	<i>Cost/Pupil Transported (\$)</i>	<i>Cost/Pupil Enrolled (\$)</i>	<i>Cost/Mile (\$)</i>
<i>Adair-Casey</i>	300	57,200	282,318	201	1,404	940	5.38
<i>Bedford</i>	450	82,742	177,829	93	1,910	395	2.66
<i>CAM</i>	497	114,777	319,310	266	1,203	643	3.15
<i>Clarinda</i>	979	102,935	239,649	393	610	245	3.36
<i>Corning</i>	399	186,592	376,020	135	2,785	942	2.33
<i>Creston</i>	1,470	146,423	338,271	800	423	230	3.39
<i>Diagonal</i>	99	42,180	69,430	36	1,929	701	1.80
<i>East Union</i>	492	107,031	350,886	372	943	714	3.76
<i>Lamoni</i>	306	52,667	142,390	97	1,468	465	3.72
<i>Lenox</i>	461	61,825	144,660	342	423	314	2.87
<i>Mount Ayr</i>	631	138,906	362,930	301	1,207	575	3.09
<i>Murray</i>	252	65,452	121,997	139	876	484	2.08
<i>Nodaway Valley</i>	644	135,300	384,449	433	888	597	3.49
<i>Orient-Macksburg</i>	191	46,187	71,469	62	1,153	374	1.75
<i>Villisca</i>	298	46,562	249,509	119	2,097	837	6.30
<i>West Central Valley</i>	912	165,792	368,961	558	661	404	3.07

**Figure 6. School District Transportation Statistics | Source: Iowa Department of Education**

The average school district enrollment for the region in the 2017-2018 school year was 524 students with about 52 percent of the students receiving transportation. The average number of route miles

was over 97,000 miles with an average net operating cost of \$250,000. The averages for Cost per Pupil Transported, Cost per Pupil Enrolled, and Cost per mile were \$1,249, \$554, and \$3.26, respectively.

Figure 7 shows the breakdown of transportation vehicles by school districts that operate within the RPA-14/ATURA region.

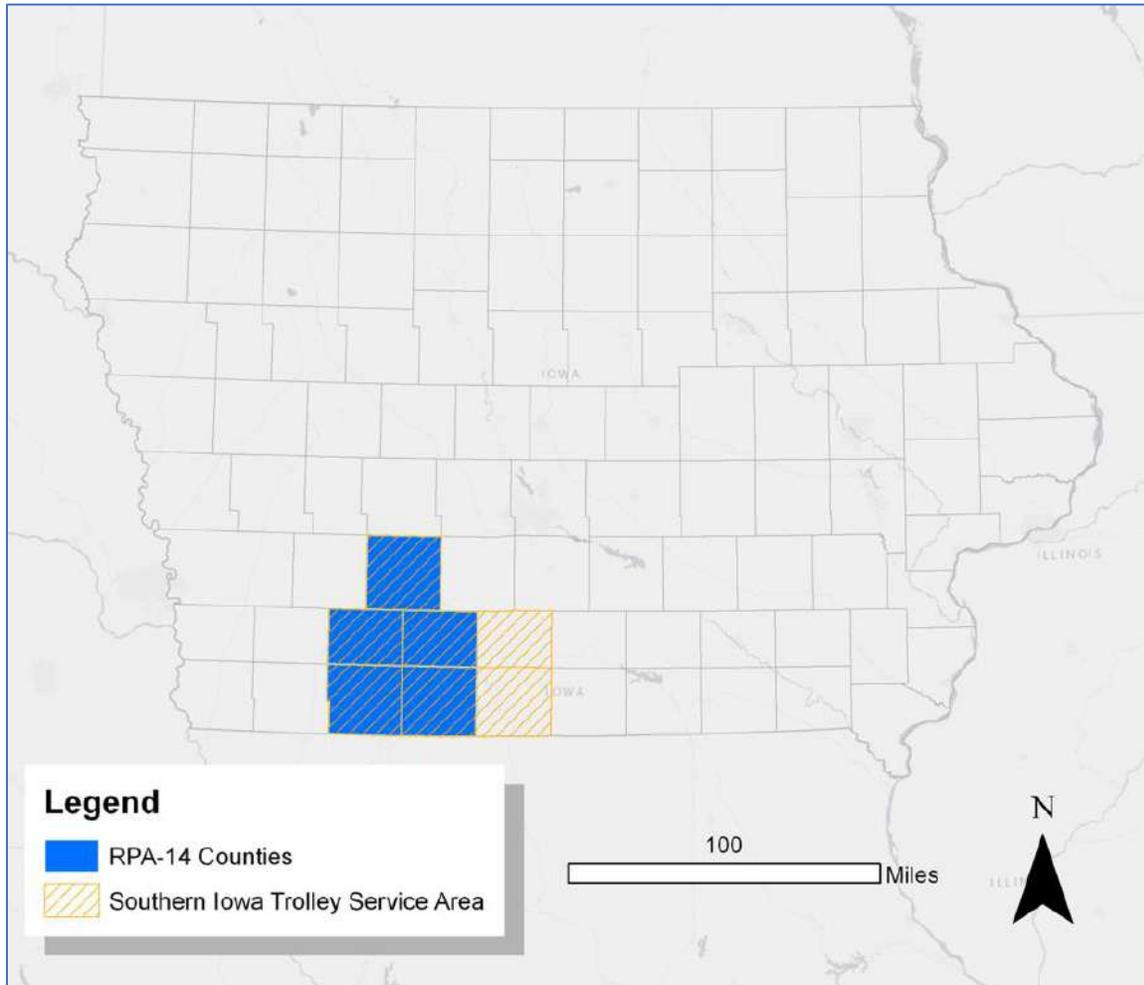
<i>School District</i>	<i>Yellow Buses</i>	<i>Non-Bus Vehicles</i>	<i>ADA Accessible Vehicles</i>	<i># of Students Transported per Vehicle</i>	<i># of Students Enrolled per Vehicle</i>
<i>Adair-Casey</i>	9	4	0	15.5	23.1
<i>Bedford</i>	10	3	1	7.2	34.6
<i>CAM</i>	11	15	0	10.2	19.1
<i>Clarinda</i>	12	7	1	20.7	51.5
<i>Corning</i>	8	6	0	9.6	28.5
<i>Creston</i>	22	16	2	21.1	38.7
<i>Diagonal</i>	5	3	0	4.5	12.4
<i>East Union</i>	11	10	0	17.7	23.4
<i>Lamoni</i>	4	4	0	12.1	38.3
<i>Lenox</i>	7	10	0	20.1	27.1
<i>Mount Ayr</i>	13	16	1	10.4	21.8
<i>Murray</i>	6	7	0	10.7	19.4
<i>Nodaway Valley</i>	12	7	0	22.8	33.9
<i>Orient-Macksburg</i>	4	7	0	5.6	17.4
<i>Villisca</i>	6	7	0	9.2	22.9
<i>West Central Valley</i>	18	11	2	19.2	31.5

**Figure 7. School District Vehicle Inventory | Source: Iowa Department of Education**

The average number of school buses and non-bus vehicles per school district in the RPA-14/ATURA region was about ten and eight, respectively. A vast majority of schools in the district have zero ADA accessible vehicles (vehicles with wheelchair lifts) and only two had more than one ADA accessible vehicle. The average number of students transported per transportation vehicle was 13.5 students, however, values ranged from 4.5 students to just under 23 students. Although this may seem unsustainable at first glance, this data only includes trips to and from school and does not include field trips, athletic events, or other extracurricular events in which the school district is responsible for the transportation of students. When the number of students enrolled is divided by the number of transportation vehicles, the school districts average almost reaches 30 students per transportation vehicle.

## PUBLIC TRANSIT PROVIDERS

The Southern Iowa Trolley (SIT) is the only public transit agency that operates in the region. The SIT serves the counties of Adair, Adams, Clarke, Decatur, Ringgold, Taylor and Union Counties. (Clarke and Decatur Counties are located outside of the RPA 14/ATURA region.) The Trolley operates out of a facility located in Creston. Their service area is identified as well as Region 14 on the map below.



**Figure 8. Southern Iowa Trolley Region with ATURA/RPA-14 Region | Source: US Census Bureau**

The SIT organization is governed by a seven-member board of directors. All board members are county supervisors appointed by their respective Boards of Supervisors of Adair, Adams, Clarke, Decatur, Ringgold, Taylor and Union Counties.

The SIT has a history of collaboration with the Area Agency on Aging, as they were previously operated as one organization. Operations have historically targeted services to the elderly, individuals with disabilities, and low-income riders; although the SIT does provide service to the general public too. Several years ago, the SIT began efforts to specifically market their services to the general public. The Trolley has 40 vehicles used in its operations. Vehicles are based throughout the RPA 14/ATURA

region, as well as in Leon, and Osceola which are located outside the region but within the service area of the SIT. The SIT operates demand-response, door-to-door services throughout the region. They also provide regularly scheduled pickups to accommodate the needs of riders, particularly for group home residents or consumers of job training or assisted employment programs and school children. In addition, twice monthly trips are scheduled to Des Moines from the region. A summary of the Trolley’s services is shown in the next figure.

<i>Provider</i>	<i>Type of Service</i>	<i>Eligibility Requirement</i>	<i>Hours of Service</i>	<i>Days of Service</i>	<i>Type of Vehicle</i>	<i>Number of Vehicles</i>	<i>ADA Status of Fleet</i>
<i>Southern Iowa Trolley</i>	Demand-Response	None - General Public	7 am - 4 pm	Monday - Friday	Buses, Minivans, and Vans	37	All ADA compliant

**Figure 9. Public Transit Provider Vehicle Inventory**

Figure 10 on the next page shows details on all SIT vehicles.

Vehicle #	Year	Make	Model	# Of Seats	With Wheelchairs	Wheelchair Seats	ADA System	Mileage
84	2004	Ford	Pacer 11	10	4	2	Lift	128,983
83	2004	Champion	Challenger	10	4	2	Lift	150,657
85	2004	Ford	Pacer 11	10	4	2	Lift	141,222
89	2005	Ford	Supreme	16	4	4	Lift	165,900
90	2005	Ford	Supreme	16	4	4	Lift	140,207
91	2008	Ford	Eldorado	16	10	2	Lift	187,685
93b	2008	Chevy	Uplander Ls	4	2	2	Ramp	165,144
94	2009	Ford	Eldorado	18	14	2	Lift	171,263
S-10	2009	Dodge	Grand Caravan Se	6	3	2	Ramp	178,223
S-12	2009	Dodge	Grand Caravan Se	6	3	2	Ramp	197,299
S-13	2009	Dodge	Grand Caravan Se	6	3	2	Ramp	193,419
S-11	2009	Dodge	Grand Caravan Se	6	3	2	Ramp	180,589
S-19	2009	Ford	Eldorado	18	14	2	Lift	129,434
S-14	2009	Ford	Eldorado	18	14	2	Lift	156,131
S-15	2009	Ford	Eldorado	18	14	2	Lift	150,544
S-16	2009	Ford	Eldorado	18	14	2	Lift	129,336
S-17	2009	Ford	Eldorado	18	14	2	Lift	140,806
S-18	2009	Ford	Eldorado	18	14	2	Lift	129,880
S-20	2009	Ford	Eldorado	18	14	2	Lift	129,831
21	2011	Ford	Eldorado	18	14	2	Lift	116,111
22	2011	Ford	Eldorado	18	14	2	Lift	111,661
23	2011	Ford	Eldorado	18	14	2	Lift	121,471
24-S	2011	Dodge	Grand Caravan Se	4	2	2	Ramp	147,270
S-25	2012	Ford	Eldorado	18	14	2	Lift	112,730
S-26	2013	Ford	Eldorado	18	14	2	Lift	82,028
S-27	2013	Ford	Eldorado	18	14	2	Lift	89,651
28-S	2015	Dodge	Grand Caravan S	4	2	2	Ramp	103,988
101	2015	Chevy	4500 Glaval	20	14	2	Lift	94,420
29s	2014	Dodge	Ram 2500 Promaster	8	2	2	Lift	79,556
30-S	2016	Dodge	Grand Caravan Se	4	2	2	Ramp	75,354
103	2016	Chevy	4500 Glaval	20	14	2	Lift	69,030
31-S	2016	Dodge	Grand Caravan Se	4	2	2	Ramp	76,551
102	2016	Chevy	4500 Glaval	20	14	2	Lift	35,601
104	2017	Chevy	4500 Glaval	20	14	2	Lift	47,512
105	2017	Chevy	4500 Glaval	20	14	2	Lift	23,087
106	2017	Chevy	4500 Glaval	20	14	2	Lift	39,587
32-S	2017	Dodge	Grand Caravan Se	4	2	2	Ramp	37,747
33-S	2018	Dodge	Grand Caravan Se	4	2	2	Ramp	11,484
107	2019	Chevy	4500 Glaval	20	14	2	Lift	6,954
34-S	2019	Dodge	Grand Caravan Se	4	2	2	Ramp	-
108	2019	Chevy	4500 Glaval	18	14	2	Lift	-

Figure 10. Southern Iowa Trolley Detailed Vehicle Inventory | Source: Southern Iowa Trolley

## PRIVATE/OTHER PROVIDERS

### COMMERCIAL BUS/TAXI SERVICE

The RPA-14/ATURA region is not served by public commercial bus carriers and there are no taxi services operated within the region. The nearest taxi service is operated out of Osceola in Clarke County. The lack of taxi service within the area is a hardship on those who must depend on public transportation, particularly during evening and week-end hours when transit services are not offered. The nearest bus stops for commercial bus carrier Jefferson Lines are in Osceola, located in Clarke County, and in Lamoni, located in Decatur County. Jefferson Lines operates along Interstate 35 and runs north to Minneapolis and south to Kansas City, with two daily stops in Osceola headed north and two headed south. Transportation to the bus stations may be arranged through the local transit system (Southern Iowa Trolley) from locations within the RPA 14/ATURA region to the bus terminals if a rider is willing to travel during daytime hours and the cost is not prohibitive. The closest location to access commercial bus service headed east or west (Burlington Trailways) is located in Cass County. Lack of direct access to both intercity bus and taxi service places citizens of the region at a disadvantage when it comes to utilizing both intercity and national bus travel.

### DART RIDESHARE

Des Moines Area Regional Transit Authority (DART) offers alternatives to driving alone for employees working in the Des Moines Metro area. Dart's Rideshare program helps commuters locate other people to share rides in carpools and vanpools. DART's Vanpool and Carpool Program allows individuals to sign up and connect online to organize carpooling and vanpooling from central locations that they agree upon. This allows workers in the RPA 14/ATURA region to commute to the Des Moines Metro Area in a more cost-efficient manner. The local transit agency currently provides no similar services to employees working outside of or within the RPA 14/ATURA region, although such service could be provided if sufficient need was demonstrated. Currently, rideshare drivers are only available in the Greenfield area (Adair County), but the service is advertised as available in Union County as well.

### PASSENGER RAIL SERVICE – AMTRAK

Passenger rail operator, Amtrak, maintains one scheduled stop in the region. Amtrak is a federally subsidized passenger rail provider serving the region. Amtrak's passenger rail network encompasses 21,000 miles stretched across 46 states (plus the District of Columbia and three Canadian Provinces), serving over 500 communities. Amtrak tends to concentrate on larger markets. Although predominately serving urban centers throughout the Northeast, Midwest and West Coast, Amtrak also serves about 180 destinations in non-metropolitan communities. Amtrak provides train service to approximately 10 percent of the communities that have intercity bus service.

An eastbound Amtrak passenger train, the California Zephyr, is scheduled to depart Creston daily around 7:00 a.m. and a westbound train is scheduled to depart daily around 8:40 p.m. The Amtrak depot in Creston is open only during the time immediately preceding each arrival and has no staff or ticket window available. Tickets may be purchased online or after boarding the train. Amtrak also has a stop in nearby Osceola located east of the RPA 14/ATURA region, but within the area served by Southern Iowa Trolley.

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## AIRPORTS

There are no commercial airports within the RPA-14/ATURA region. However, airports located in Bedford, Corning, Creston, Greenfield and Mount Ayr provide an important means of accessing the communities and regions they serve and provide a link to the national transportation system. The Creston Municipal Airport has been designated as a general aviation airport by the National Plan of Integrated Airport Systems (NPIAS) and an enhanced service airport by the Iowa Aviation System Plan. It is utilized by single engine and multi-engine aircraft and offers two paved runways, fuel facilities including Jet A fuel, a full-time fixed-base operator, and aircraft storage hangars. The Greenfield Municipal Airport has been designated a general aviation airport by the NPIAS and a general service airport by the Iowa Aviation System Plan. It is utilized by both single engine and multi-engine aircraft, has two paved runways, has no fixed-base operator but offers 100LL fueling. The Bedford, Corning and Mount Ayr airports are not included in NPIAS and are considered basic service airports, although the Corning Municipal Airport does have a paved runway and offers fuel and storage services. Only the Creston and Greenfield airports are eligible to receive federal funding. Passenger air service available in Des Moines, Omaha, and Kansas City is as much as two to three hours away by car from areas within the region.

## AREA PROFILE

RPA-14/ATURA is one of eighteen non-metropolitan planning areas in the state of Iowa, and is composed of the following southwest Iowa counties: Adair, Adams, Ringgold, Taylor and Union and covers 2,489 square miles. Land use is predominantly comprised of corn and soybean fields, pasture land, and timbered areas. Agri-business is the primary industry in the region, with corn and soybeans as the primary cash crops. This area is also one of the top beef producers of Iowa. The topography is dominated by rolling hills.

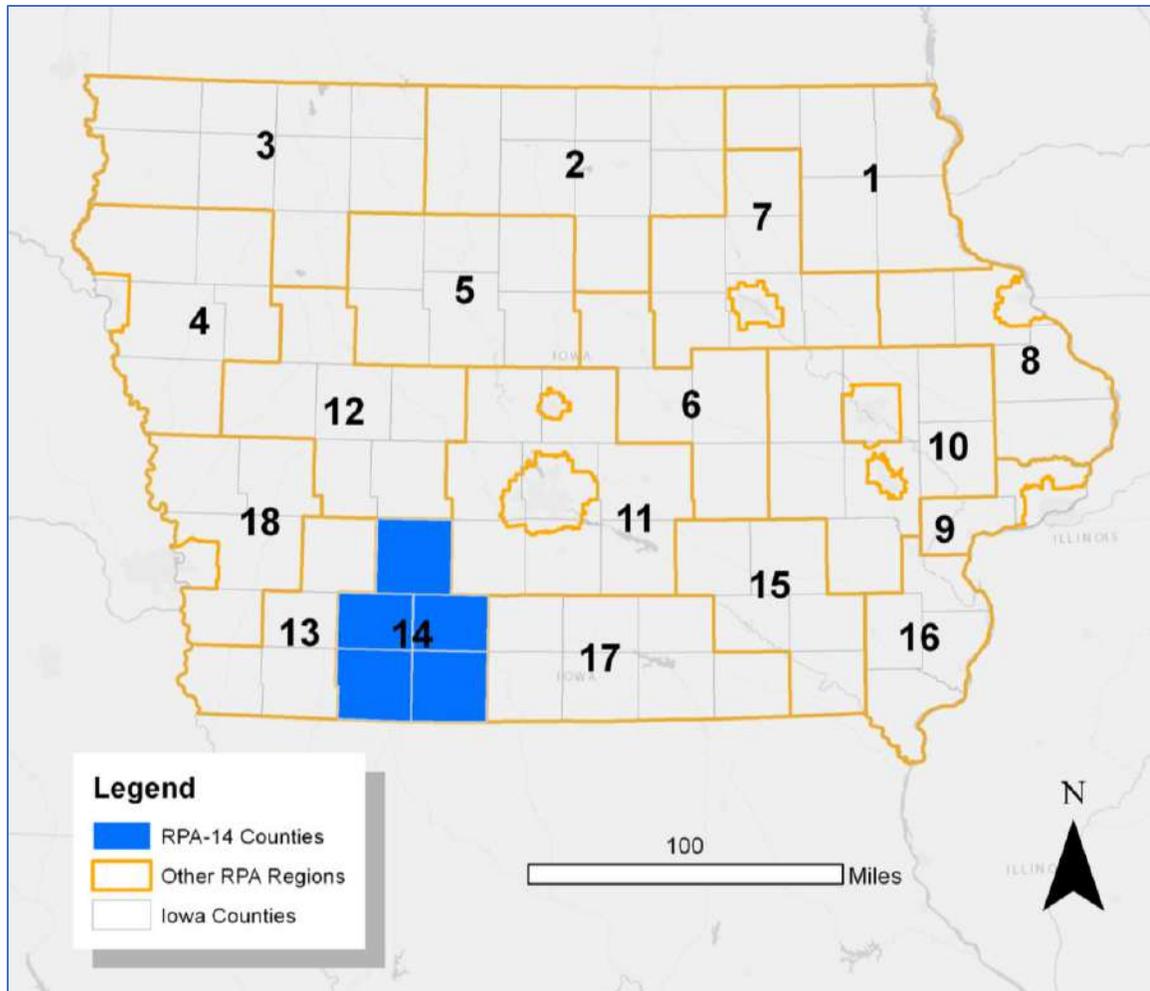


Figure 11. ATURA/RPA-14 Region Compared to other RPAs/MPOs | Source: Iowa DOT

## DEMOGRAPHICS

The region is extremely rural with an average of 13.9 persons per square mile (down from 14.3 in 2010). This is a stark difference from the state average of 55.4 persons per square mile. The region has also consistently seen population decline in every county while Iowa has grown. Only one city, Creston, has a population exceeding 2,500 people according to 2017 American Community Survey 5-year Estimates. Bedford (1,492), Corning (1,581), Greenfield (1,821), Lenox (1,438), Mount Ayr (2,029), and Stuart (1,455) have populations over 1,000. Often times, these larger cities, Creston specifically, have amenities and resources that are not available in other smaller towns and rural areas. This will likely continue as towns shrink and resources are lost to the county seats. Public transit will need to be the connection between the more sparsely populated areas and the county seats or regional hubs. As seen in Figure 12, all counties have growing older populations as well but only Union County matches the statewide average. The increasingly elderly population will likely become more reliant on public transit as disabilities present themselves. Public transit in the region will need to remain 100 percent ADA compliant to accommodate this issue.

	<i>State of Iowa</i>	<i>Adair County</i>	<i>Adams County</i>	<i>Ringgold County</i>	<i>Taylor County</i>	<i>Union County</i>
<i>Population (2010)</i>	3,046,355	7,682	4,029	5,131	6,317	12,534
<i>Population (2017)</i>	3,118,102	7,192	3,785	4,986	6,214	12,497
<i>Population Change</i>	71,747	-490	-244	-145	-103	-37
<i>Population Density (2010)</i>	54.1 persons/mi <sup>2</sup>	13.5 persons/mi <sup>2</sup>	9.5 persons/mi <sup>2</sup>	9.5 persons/mi <sup>2</sup>	11.8 persons/mi <sup>2</sup>	29.4 persons/mi <sup>2</sup>
<i>Population Density (2017)</i>	55.4 persons/mi <sup>2</sup>	12.6 persons/mi <sup>2</sup>	8.9 persons/mi <sup>2</sup>	9.3 persons/mi <sup>2</sup>	11.6 persons/mi <sup>2</sup>	29.3 persons/mi <sup>2</sup>
<i>Population Density Change</i>	1.3 persons/mi <sup>2</sup>	-0.9 persons/mi <sup>2</sup>	-0.6 persons/mi <sup>2</sup>	-0.3 persons/mi <sup>2</sup>	-0.2 persons/mi <sup>2</sup>	-0.1 persons/mi <sup>2</sup>
<i>Population 65+ (2010)</i>	14.9%	21.4%	21.3%	23.6%	21.0%	18.1%
<i>Population 65+ (2017)</i>	16.1%	21.9%	22.3%	23.9%	21.4%	19.3%
<i>Older Population Change</i>	1.2%	0.5%	1.0%	0.3%	0.4%	1.2%

**Figure 12. Population Demographics | Source: US Census Bureau Decennial Census (2010) and American Community Survey (2017)**

Commuting times in the region have increased with the exception of Adams County. While the statewide average has only increased by 30 seconds, the RPA-14/ATURA have mostly seen larger increases with Union County increasing by almost four minutes. The increase in the percentage of households without vehicles has had mixed results throughout the region. Taylor County and Adair

County have increased percentages while the other three counties have decreased percentages of carless households. Median household incomes have increased in all counties. However, all but two had smaller increases since 2010 when compared to the state median. The incomes are consistently smaller across the board as well. Similar conclusions can be made regarding per capita incomes. The number of persons below the poverty level has decreased in all counties since 2010 according to these estimates. This is different from the state average, which increased slightly in that seven-year span. All but Ringgold County saw decreases in the percentages of households with housing costs exceeding 30 percent of household income. These statistics can be seen in Figure 13, below.

	<i>State of Iowa</i>	<i>Adair County</i>	<i>Adams County</i>	<i>Ringgold County</i>	<i>Taylor County</i>	<i>Union County</i>
<i>Average Commuting Time (2010)</i>	18.5 minutes	21 minutes	20.2 minutes	19.5 minutes	20.3 minutes	13.7 minutes
<i>Average Commuting Time (2017)</i>	19 minutes	22.3 minutes	19.6 minutes	20.3 minutes	21.2 minutes	17.5 minutes
<i>Commuting Time Change</i>	0.5 minutes	1.3 minutes	-0.6 minutes	0.8 minutes	0.9 minutes	3.8 minutes
<i>No Vehicles Available (2010)</i>	5.7%	4.0%	4.2%	4.4%	4.4%	6.6%
<i>No Vehicles Available (2017)</i>	5.7%	4.4%	3.2%	4.3%	5.0%	5.3%
<i>No Vehicles Available Change</i>	0.0%	0.4%	-1.0%	-0.1%	0.6%	-1.3%
<i>Median Household Income (2010)</i>	\$48,872	\$45,202	\$40,368	\$42,336	\$40,300	\$40,879
<i>Median Household Income (2017)</i>	\$56,570	\$49,477	\$49,745	\$50,642	\$46,825	\$47,597
<i>Median Household Income Change</i>	\$7,698	\$4,275	\$9,377	\$8,306	\$6,525	\$6,718
<i>Per Capita Income (2010)</i>	\$25,335	\$23,497	\$23,549	\$21,858	\$21,335	\$20,435
<i>Per Capita Income (2017)</i>	\$30,063	\$28,861	\$27,022	\$27,621	\$27,344	\$25,098
<i>Per Capita Income Change</i>	\$4,728	\$5,364	\$3,473	\$5,763	\$6,009	\$4,663
<i>Persons Below the Poverty Level (2010)</i>	11.6%	10.6%	12.2%	12.7%	11.4%	17.8%
<i>Persons Below the Poverty Level (2017)</i>	12.0%	9.5%	11.2%	10.9%	11.0%	13.8%
<i>Persons Below Poverty Line Change</i>	0.4%	-1.1%	-1.0%	-1.8%	-0.4%	-4.0%
<i>% with Housing Costs &gt; 30% of Income (2010)</i>	25.5%	20.8%	23.7%	21.8%	21.8%	29.2%
<i>% with Housing Costs &gt; 30% of Income (2017)</i>	23.3%	19.7%	16.6%	23.8%	19.5%	21.8%
<i>% with Housing Costs &gt; 30% of Income Change</i>	-2.1%	-1.1%	-7.1%	2.0%	-2.4%	-7.4%

**Figure 13. Commuting, Income, and Housing Statistics | Source: US Census Bureau Decennial Census (2010) and American Community Survey (2017)**

The top five commuting locations for workers who live in the region are shown in the figure to the right. In every county, a proportion of workers commute to either Polk County (Des Moines) or Union County (Creston). This could be valuable information moving forward for the regional transit as it could indicate a market for daily commuter transit to Des Moines (this would likely require collaboration with Central Iowa Regional Transportation Planning Alliance) or to Creston from all counties.

Unemployment in the region has largely followed the statewide trends. In 2017, Ringgold County and Union County had unemployment rates that matched Iowa overall at 3.1 percent. Adair, Adams, and Taylor County all had unemployment rates lower than this mark. This presents a major issue for SIT. With multiple drivers set to retire in the next few years, they are faced with job vacancies that will likely be difficult to fill consistently. The inherent difficulty, experienced by many regional transportation agencies, of offering competitive wages has given SIT a structural disadvantage in the labor market. Lingering job vacancies have caused SIT to become unable to provide consistent service to customers and have delayed progress on other goals and objectives. Low unemployment in the region has also provided an opportunity for SIT. When the transportation agency is fully staffed, it could begin to provide fixed-route service to major employment centers. This was attempted previously but was stalled by driver vacancies.

<b>Adair County Work Destinations</b>	
Adair County	31.7%
Polk County	18.1%
Union County	8.5%
Guthrie County	6.7%
Dallas County	5.9%
<b>Adams County Work Destinations</b>	
Adams County	29.7%
Union County	16.1%
Polk County	8.9%
Taylor County	8.6%
Adair County	4.4%
<b>Ringgold County Work Destinations</b>	
Ringgold County	41.4%
Union County	11.3%
Polk County	9.0%
Decatur County	4.0%
Taylor County	3.2%
<b>Taylor County Work Destinations</b>	
Taylor County	30.2%
Page County	13.4%
Polk County	8.5%
Union County	7.5%
Adams County	3.5%
<b>Union County Work Destinations</b>	
Union County	49.3%
Polk County	12.5%
Clarke County	2.8%
Adair County	2.4%
Taylor County	2.1%

Figure 14. Work Destinations by County | Source: US Census Bureau

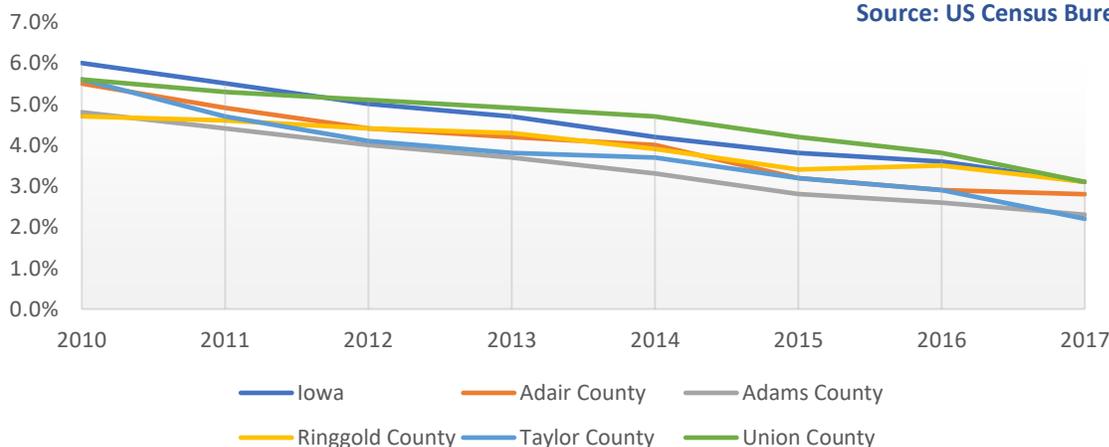


Figure 15. Unemployment Rate Compared to Iowa | Source: US Bureau of Labor Statistics

Race and ethnicity demographics in RPA-14/ATURA counties is shown in the next figure. Every county is at least 97 percent white with the exception of Taylor County, which is a little under 96 percent white.

	<i>State of Iowa</i>	<i>Adair County</i>	<i>Adams County</i>	<i>Ringgold County</i>	<i>Taylor County</i>	<i>Union County</i>
<i>White</i>	90.6%	98.0%	97.4%	97.1%	95.6%	97.0%
<i>Black or African American</i>	3.4%	0.3%	0.4%	0.1%	0.3%	1.2%
<i>Asian</i>	2.3%	0.5%	0.6%	0.9%	0.7%	0.7%
<i>Native American or Native Alaskan</i>	0.3%	0.0%	0.2%	0.3%	0.3%	0.3%
<i>Native Hawaiian or Other Pacific Islander</i>	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%
<i>Other Race</i>	1.3%	0.1%	0.4%	1.1%	2.3%	0.2%
<i>Two or More Races</i>	2.0%	1.1%	1.0%	0.4%	0.8%	0.6%

**Figure 16. Race/Ethnicity Demographics | Source: US Census Bureau American Community Survey (2017)**

The region is largely non-Hispanic or Latino as well. Only Taylor County has a Hispanic or Latino population greater than the state average. All other counties are under three percent for this category. The past two decades have seen Taylor County’s Hispanic or Latino population grow, likely linked to employment opportunities at Michaels, Inc., an egg processing plant, located in Lenox. There have been some very small increases in diversity within the population in Union County, possibly linked to the availability of manufacturing jobs in Creston. Connecting all populations to employment centers is a priority for public transit in the region and will need to continue to work towards a comprehensive system.

	<i>State of Iowa</i>	<i>Adair County</i>	<i>Adams County</i>	<i>Ringgold County</i>	<i>Taylor County</i>	<i>Union County</i>
<i>Non-Hispanic or Latino</i>	94.3%	98.3%	98.8%	97.8%	92.5%	97.2%
<i>Hispanic or Latino</i>	5.7%	1.7%	1.2%	2.2%	7.5%	2.8%

**Figure 17. Hispanic or Latino Population Statistics | Source: US Census Bureau American Community Survey (2017)**

### LIMITED ENGLISH PROFICIENCY (LEP)

The growing Hispanic or Latino population in and around Lenox and Creston may present an increased need for transportation to Bedford or Creston, the nearest population centers that offer essential medical and community services. Language barriers may also need to be addressed when assisting this particular population. In 2017, all counties were below the State of Iowa average LEP populations with the exception of Taylor County, which is 0.4 percent higher. Regionally, the percent of LEP individuals is 1.56 percent and totals only 506 individuals over the age of five. Providing information related to public transit in multiple languages will need to continue to be a priority in some areas. The next figure breaks down the LEP households in the region compared to Iowa overall.

	State of Iowa	Adair County	Adams County	Ringgold County	Taylor County	Union County
Total Population over 5 years of age	2,921,617	6,808	3,559	4,695	5,878	11,787
Total LEP Population	95,071	31	9	18	218	233
Percent of Total LEP Population over 5 years of age	3.3%	0.5%	0.3%	0.4%	3.7%	2.0%
Total LEP Population - Spanish	49,811	22	9	2	209	120
Total LEP Population - Other Indo-European Languages	13,736	5	0	8	0	89
Total LEP Population - Asian and Pacific Island Languages	24,888	4	0	8	9	24
Total LEP Population - Other Languages	6,636	0	0	0	0	0
<i>Region</i>						
Total Population over 5 years of age	32,727					
Total LEP Population	509					
Percent of Total LEP Population over 5 years of age	1.56%					
Total LEP Population - Spanish	362					
Total LEP Population - Other Indo-European Languages	102					
Total LEP Population - Asian and Pacific Island Languages	45					
Total LEP Population - Other Languages	0					

**Figure 18. Limited English Proficiency Statistics | Source: US Census Bureau American Community Survey (2017)**

## LAYOUT OF AREA

The following section is a discussion of the geographical layout of the area including the essential services (grocery stores and banks), care facilities (hospitals and other medical facilities), and major employers (businesses or organizations with over 50 employees) of the region. The discussion is followed by maps of these activity centers.

## MAJOR EMPLOYERS

Major employers (companies with 50 or more employees) in the region have primarily targeted the “major” cities to take advantage of the larger and more concentrated population. There is a potential to provide fixed-route employer subsidized transportation in the region to these employers. A grant application was in progress recently to facilitate an operation like this but fell through due to staffing problems. Exploring this service in the future could prove to be valuable in the long-term sustainability of employment in the region and SIT as a public transportation provider. A map of major employers in the region is shown in Figure 19.

## ESSENTIAL SERVICES

Essential services, grocery stores and banks for this plan, are primarily located in the county seats and “major” cities of the region. Grocery stores have concentrated in these cities more than banks, which are located in a few more cities. However, there is often only one bank in a city. Therefore, residents are forced to travel if they have preference for a different bank. Grocery stores are much more concentrated in the county seats and “major” cities of the region, likely because they require more operational costs and are less profitable than banks. In recent years, Dollar General has stepped into a grocery store-type role in some communities in the region. While the stores do not provide fresh produce and often have less healthy food in general, it is important to note the presence of these stores. Providing public passenger transportation services to residents to travel to the bigger cities for these services will be important. Maps of the essential services in the region are shown in Figure 20 and Figure 21.

## MEDICAL CARE FACILITIES

Many of the medical care facilities in the region are clustered in the county seat cities. This causes residents of the other cities to travel to the county seats to receive these services. In the case that they do not have a personal vehicle, the passenger transportation system needs to be able to step in and provide service. A map of the medical care facilities in the region is shown in Figure 22.

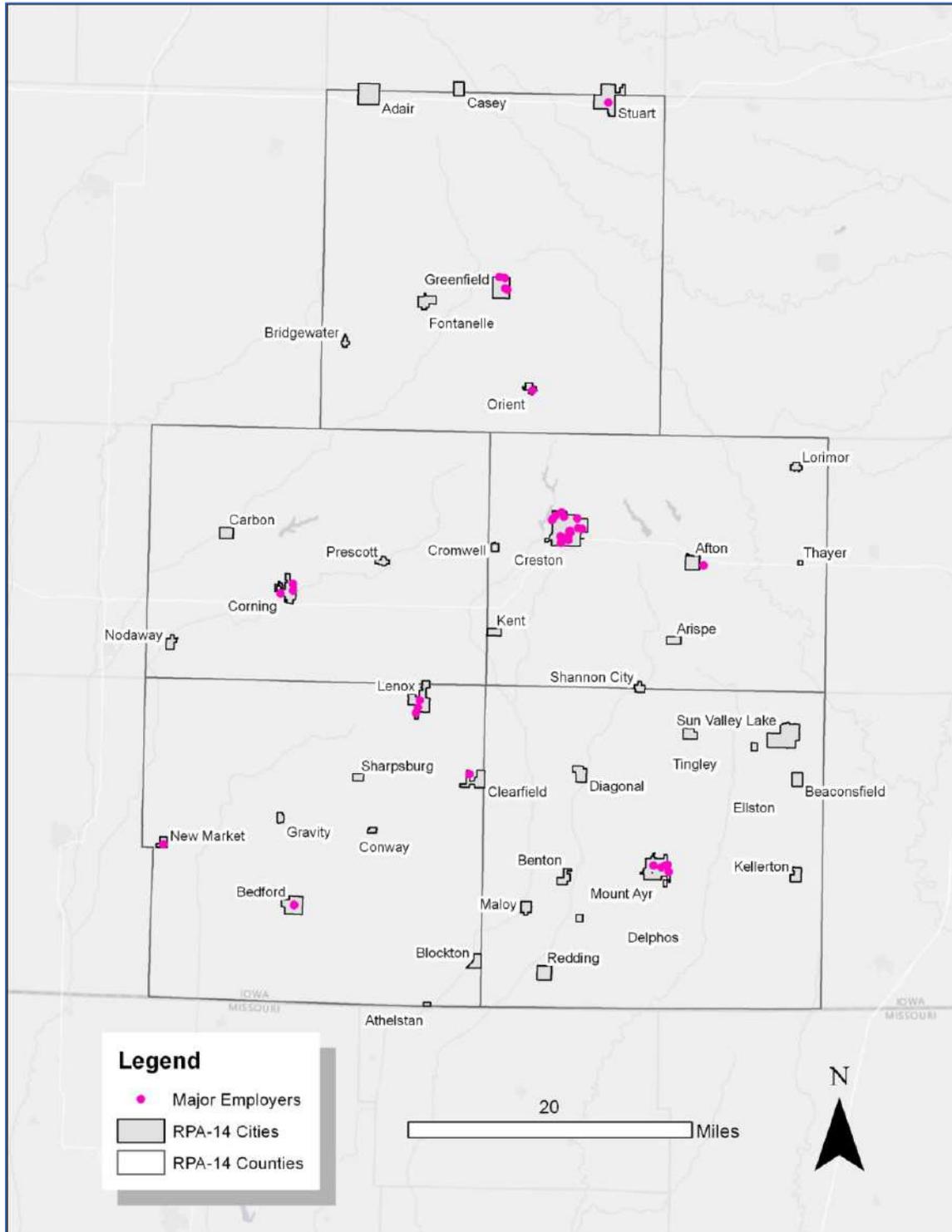


Figure 19. Major Employers in the Region | Source: Iowa Workforce Development | Major Employers is defined as firms employing more than 50 employees

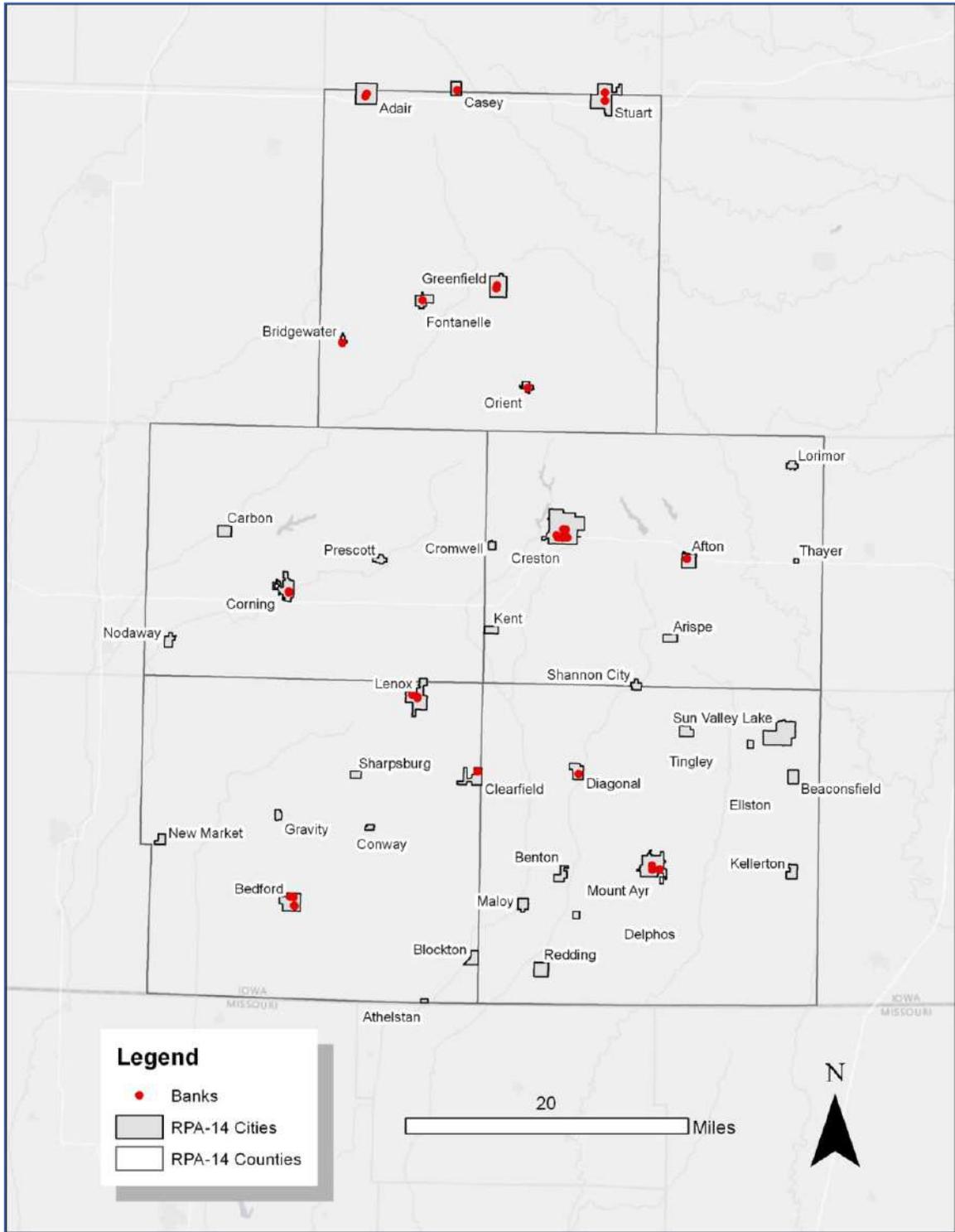


Figure 20. Locations of Banks in the Region

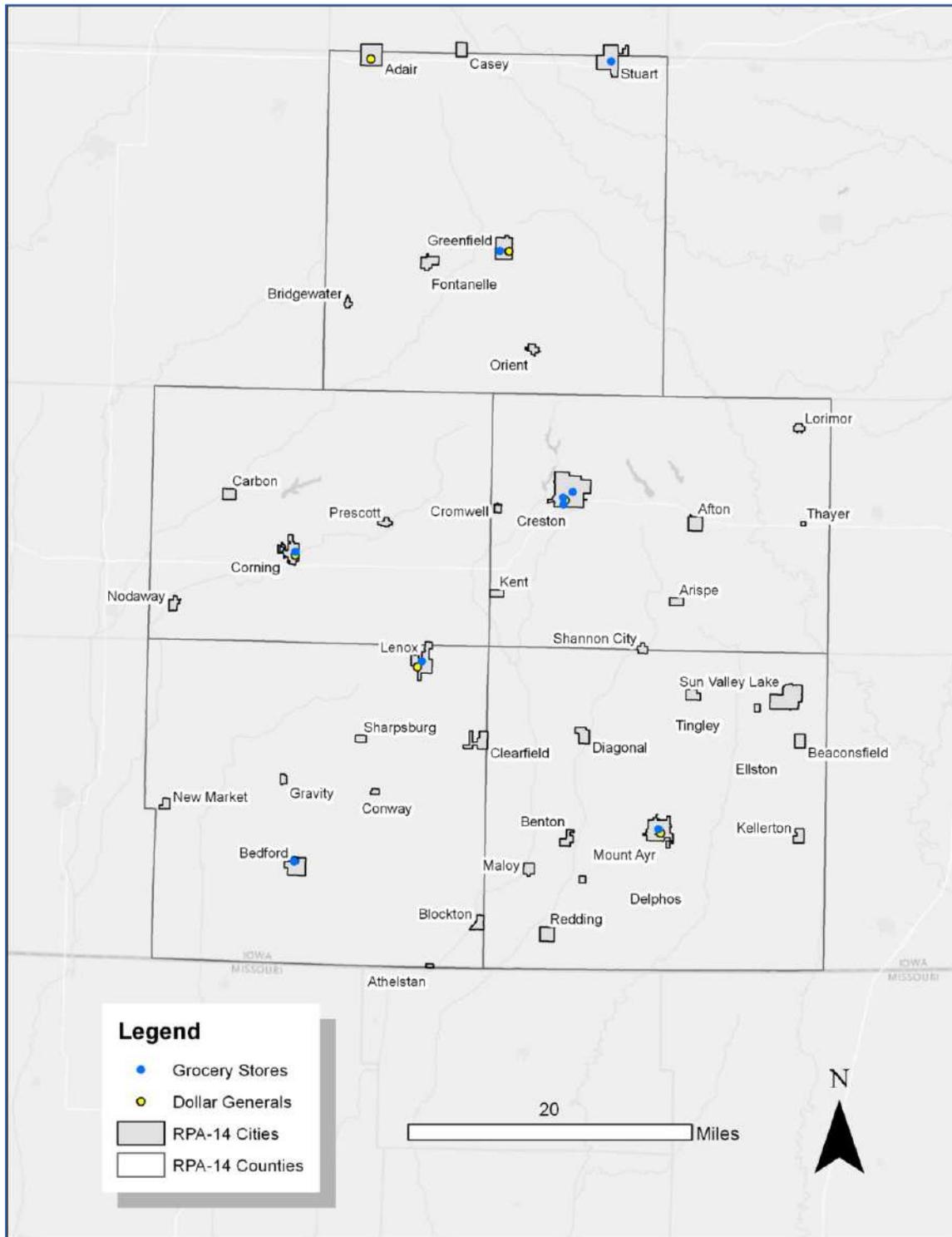


Figure 21. Locations of Grocery Stores and Dollar Generals in the Region

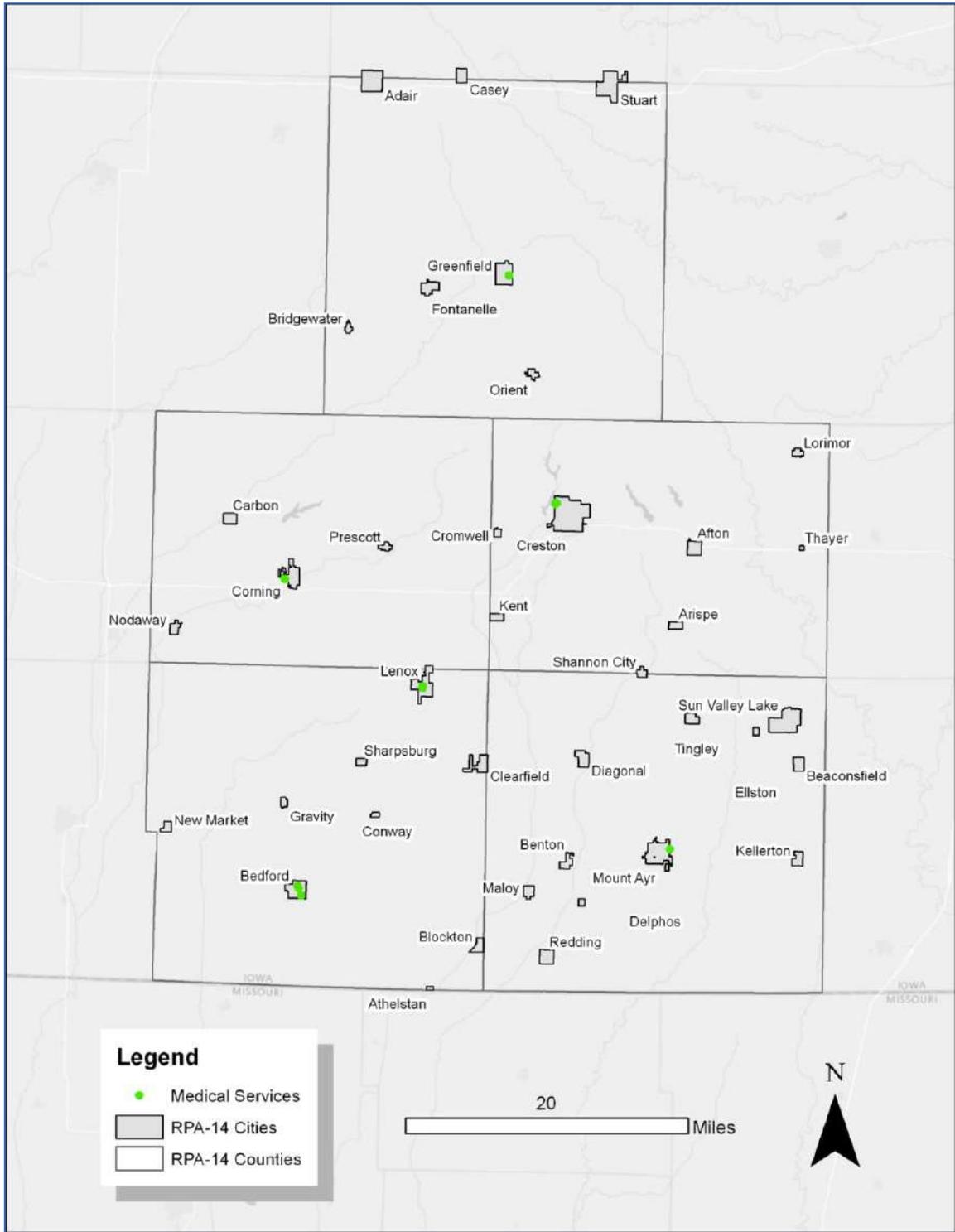


Figure 22. Locations of Medical Services in the Region



## SECTION 3: COORDINATION ISSUES



## GENERAL ASSESSMENT

This plan seeks to provide a general assessment of services, management, fleet and facility needs. It evaluates how well existing transit services meet the needs of the residents and the status of previously recommended priorities and strategies. It also analyzes recent developments affecting coordination and public input received concerning needs and/or coordination issues. This evaluation is derived by studying the characteristics of the region, soliciting public opinion concerning transit services, using information obtained from PTP advisory group meetings, and surveying area health and human service organizations, preschools, and residents. An analysis of past and present services and Passenger Transportation Plans also contributed to this process.

### SERVICE NEEDS

An ongoing evaluation of service needs and input into the PTP process has continued to occur at the PTP advisory group meetings, Southern Iowa Trolley board meetings, and SIT staff members. This has also been accompanied by the most recent iteration of the RPA-14/ATURA Passenger Transportation Survey. These channels of communication and analysis have led to the following conclusions about the public transportation service needs in the region.

- Expansion of services into the evening and weekends is needed to accommodate the shifts and hours of regional workers as well as to allow for transportation to recreational amenities on the weekends.
- Additional funding to maintain services and increase service capacity is needed to continue to provide the high-quality transportation service to region at an affordable rate.
- Additional funding for new, consistent, high-quality drivers to prevent service cancellations is needed in order to accomplish most goals in this plan.

### MANAGEMENT NEEDS

An ongoing evaluation of management needs and input into the PTP process has continued to occur at the PTP advisory group meetings, Southern Iowa Trolley board meetings, and SIT staff members. This has also been accompanied by the most recent iteration of the RPA-14/ATURA Passenger Transportation Survey. These channels of communication and analysis have led to the following conclusion about the public transportation management needs in the region.

- Additional funding for new, consistent, high-quality drivers to prevent service cancellations is needed to allow for management to focus on other aspects of the organization that have been neglected due to staffing issues.

## FLEET NEEDS

An ongoing evaluation of fleet needs and input into the PTP process has continued to occur at the PTP advisory group meetings, Southern Iowa Trolley board meetings, and conversations with SIT staff members. This has also been accompanied by the most recent iteration of the RPA-14/ATURA Passenger Transportation Survey. These channels of communication and analysis have led to the following conclusion about the public transportation fleet needs in the region.

- Additional funding for new, more efficient, vehicles and equipment is needed in order to continue to provide high-quality transportation service to the region at an affordable rate.

## FACILITY NEEDS

An ongoing evaluation of facility needs and input into the PTP process has continued to occur at the PTP advisory group meetings and at the Southern Iowa Trolley board meetings. This has also been accompanied by the most recent iteration of the RPA-14/ATURA Passenger Transportation Survey. These channels of communication and analysis have led to the following conclusions about the public transportation facility needs in the region.

- Additional funding for rehabilitation of current facility or funding for construction of a new facility is needed to allow for management and staff to focus on other aspects of the organization that have been neglected due to facility issues

## STATUS OF PREVIOUSLY RECOMMEND PRIORITIES AND STRATEGIES

### PRIORITIES

The following is a list of the priorities that were established in the FY 2015-2020 RPA-14/ATURA Passenger Transportation Plan.

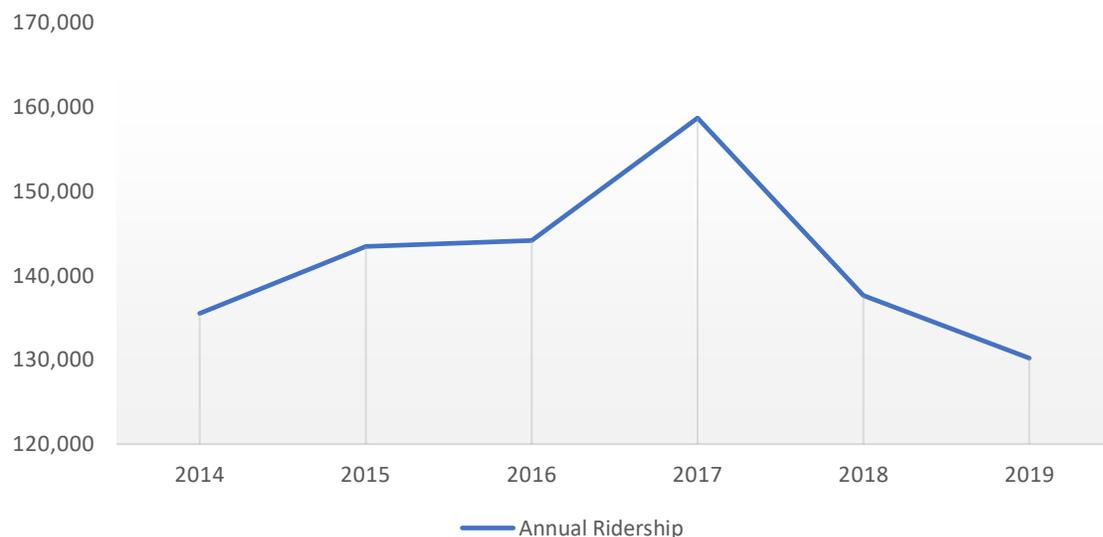
- Increase transit ridership
- Achieve and improve profitability
- Improve efficiency, effectiveness and quality of service
- Increase driver compensation
- Investigate funding from other transportation programs
- Investigate potential new markets
- Improve existing partnerships and relationships
- Reach underserved areas/communities
- Replace buses to keep fleet new and needing less maintenance
- Establish guidelines and performance monitoring techniques to guide future services

## EVALUATION OF PRIORITIES

The following is an evaluation and description of how SIT and RPA-14/ATURA staff have made progress regarding each of the ten priorities listed above. Generally, all priorities have made progress when the opportunities to improve have shown themselves but staffing issues have made improvements very difficult and is the root cause of regression and discontinued growth.

### *INCREASE TRANSIT RIDERSHIP*

For most of the past 6 years, ridership increased. This reached a peak in 2017 when SIT had a ridership of just under 160,000 rides. The sharp drop in 2018 was mostly due to a large decrease in sheltered workshop (supervised workplace for mentally disabled individuals) rides. This particular issue was compounded by driver staffing issues and other structural changes in the government. The next figure shows ridership over the past 6 years.



**Figure 23. Southern Iowa Trolley Ridership since 2014**

### *ACHIEVE AND IMPROVE PROFITABILITY*

While this is not necessarily a top priority for SIT, which is a nonprofit organization, the net position of the organization is evaluated annually. Having extra money left over after expenses are paid is beneficial when extra cash is needed.

### *IMPROVE EFFICIENCY, EFFECTIVENESS AND QUALITY OF SERVICE*

Various efforts have been made toward this priority since the last iteration of this RPA's PTP. This mostly occurs in the form of technological advancements. Newer vehicles are purchased on a rotational schedule, which replaces older vehicles every year.

### *INCREASE DRIVER COMPENSATION*

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Driver compensation has increased at various times in SIT's history. Over the past five years, only increases of small percentages have been made to driver wages to keep up with the rate of inflation. This priority is difficult to achieve as transit agencies do not commonly have excess money available for this purpose.

### *INVESTIGATE FUNDING FROM OTHER TRANSPORTATION PROGRAMS*

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SIT and RPA-14/ATURA staff have continually investigated alternative funding programs than what is normally utilized by SIT. Results have been mostly poor but attempts will be continued.

### *INVESTIGATE POTENTIAL NEW MARKETS*

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SIT has recently explored and attempted a fixed-route service expansion that would have opened a new market. This new market had the potential to significantly improve profitability but was halted due to staffing issues.

### *IMPROVE EXISTING PARTNERSHIPS AND RELATIONSHIPS*

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SIT has continued to improve partnerships with local organizations and agencies. The development of these partnerships and relationships has been stunted by staffing issues. This remains a priority for SIT moving forward.

### *REACH UNDERSERVED AREAS/COMMUNITIES*

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SIT continually strives to reach underserved areas and communities. Staffing issues have stunted the progress of this priority but this remains a priority for SIT.

### *REPLACE BUSES TO KEEP FLEET NEW AND NEEDING LESS MAINTENANCE*

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SIT schedules replacement of all buses multiple years into the future in the RPA-14/ATURA Transportation Improvement Program (TIP). This allows the agency to organize and plan maintenance routines and improves operations logistically.

### *ESTABLISH NEW GUIDELINES AND PERFORMANCE MONITORING TECHNIQUES TO GUIDE FUTURE SERVICES*

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New guidelines are continually considered; however, they are not formally adopted commonly due to a lack of resources. New policies are adopted that help improve services but formal guidelines and techniques are halted by funding deficiencies and staff shortages.

## STRATEGIES

The following is a list of strategies that were made by RPA-14/ATURA staff in the previous Passenger Transportation Plan followed by an evaluation of the progress made towards the strategies.

- Program vehicles in the transit element of the annual Transportation Improvement Program in order to keep up with the need for the replacement of aging, high mileage vehicles using the traditional or new funding sources available.
- Continue to monitor the operations and maintenance area of the SIT facility and take advantage of cost-saving opportunities when they present themselves.
- Implement long-term planning to determine feasible locations for current or any future expansion of SIT services.
- Continue to search for funding to create and maintain a Mobility Manager position at the agency.
- Continue efforts to keep fares as affordable as possible through cost-saving measures and coordination of services whenever possible.
- Continue to monitor service gaps and identify areas for expanded service.
- Continue to educate the public about transportation services in the region.

## EVALUATION OF STRATEGIES

Most strategies are continually implemented as resources allow. Vehicles are always programmed in the RPA-14/ATURA Transportation Improvement Program, the operations and maintenance area of the SIT facility is constantly monitored and cost-saving opportunities are employed when possible, all attempts are made to keep fares as low as possible but in recent months, fares were raised in order to keep SIT financially sustainable. Service gaps are monitored and filled when staffing allows. Education to the public about services available to them has continued throughout the previous five years. Long-term planning to determine feasible locations for new transit facilities has not been achieved formally but conversations have been initiated at various times over the past five years. Exploration of the feasibility of a mobility manager position has been considered but has mostly always lead to a dead end. Most services that a mobility manager would provide for SIT can be accomplished through RPA-14/ATURA staff.

## RECENT DEVELOPMENTS AFFECTING COORDINATION ISSUES

The most recent development affecting coordination issues is current and future staffing issues at SIT. Consistent driver vacancies have caused services to be discontinued and gaps to expand. This has been explained in previous sections. In the future, more drivers will retire and create new driver vacancies at SIT. It is unknown if these vacancies will be easily filled but history has shown that it will most likely be difficult to find consistent drivers.

Another coordination issue is related to radio communication. New radio equipment was purchased in the past in an attempt to improve radio communication between dispatch and drivers. It was found that the problem was caused by the deficiencies of the service area's radio broadcast capabilities.

## PUBLIC INPUT REGARDING NEEDS OR COORDINATION ISSUES

In Late 2019, the PTP Survey was released and advertised on multiple websites and sent to health and human service workers in the region through various networks gained through Transportation Advisory Group meetings. The following issues were identified through this survey:

- Lack of transportation service options
- Lack of funding for transportation services
- Unavailability of service in some locations
- Lack of after-hours and weekend public transportation services
- Service hours do not match working hours

The following groups of people were identified as having unmet transportation needs:

- Low-income persons
- Unemployed/underemployed persons
- Persons with disabilities
- Senior citizens

The following strategies were identified by survey respondents to improve service to their organization

- Expand services
- Improve affordability of service
- Expand hours of operation

## SECTION 4: PRIORITIES AND STRATEGIES



## SOUTHERN IOWA TROLLEY VISION STATEMENT

In January 2007 SIT adopted a vision statement to clarify their objectives. The organization continues to follow this vision today:

*Southern Iowa Trolley will work to provide a strong professional image with safe vehicles meeting transportation needs in all service areas while striving to establish and maintain a financially sound organization which encourages and compensates its employees within a productive environment.*

SIT staff developed the following plan to implement their vision statement:

- Image and visibility
- Great service
- Reputation for being on time
- Professionalism of drivers
- Safety, maintenance and appearance of vehicles

### Financial stability

- Operating in the black
- Adequate capital for replacements to maintain bus fleet
- Rates that reflect actual cost
- Aging dollars that reflect actual rides

### Great place to work

- Adequate compensation
- Communication
- Training

## PRIORITIES AND STRATEGIES

The following are the priorities and strategies, in no particular order, that are recommended for the passenger transportation system over the next five years.

### PRIORITY 1: HIRE AND RETAIN LONG-TERM EMPLOYEES

#### STRATEGIES

- Explore new revenue streams, such as vehicle advertisements or county hospital contracts, to raise wages to a competitive level
- Increase job advertising

- Explore grant opportunities and communicate with relevant state agencies of the need for supplementary operational cost funding, especially regarding employee retention

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## **PRIORITY 2: MAINTAIN AND ENHANCE EXISTING SERVICES**

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### **STRATEGIES**

- Continue to program vehicles in TPMS and provide scheduled maintenance/replacement
- Retain long-term employees
- Continue to maintain non-vehicle facilities to the most reasonable extent
- Utilize cost saving measures when opportunities are presented
- Maintain reasonable fares so as to provide affordable service to passengers
- Explore mobile application development and credit/debit payment

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## **PRIORITY 3: DECREASE COSTS**

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### **STRATEGIES**

- Utilize grant programs whenever possible
- Utilize alternative fuels if possible
- Explore new modes of passenger transportation
- Right size the passenger transportation fleet
- Collaborate with major employers in the region to subsidize worker transportation

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## **PRIORITY 4: MAINTAIN AND IMPROVE SIT FACILITIES, VEHICLES, AND EQUIPMENT**

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### **STRATEGIES**

- Work with ATURA/RPA-14 staff to find and apply for grants to build a new facility or rehabilitate the current facility
- Work with ATURA/RPA-14 to find and apply for grants to purchase new vehicles, alternatively-fueled if possible
- Work with ATURA/RPA-14 to find and apply for grants to purchase new equipment, preferably those that save money for the organization if possible
- Utilize other cost-saving measures when appropriate

## **PRIORITY 5: EXPAND AND MODERNIZE SERVICES TO INCREASE REVENUE**

### **STRATEGIES**

- Expand service hours to include end-of-day service
- Collaborate with major employers to expand services to their sites
- Collaborate with neighboring regional transit service providers
- Explore the feasibility of local commuter routes in Creston
- Work to integrate passenger transportation services into the whole transportation network

## **PRIORITY 6: MAINTAIN A CONNECTION WITH THE PUBLIC AND INCREASE AWARENESS OF SERVICES**

### **STRATEGIES**

- Continually update the Southern Iowa Trolley website to reflect current conditions
- Continually market the Southern Iowa Trolley in the most cost-effective way
- Build and maintain a social media presence
- Collaborate with elementary, secondary, and higher educational institutions to increase knowledge of SIT services among parents and students
- Collaborate with ATURA/RPA-14 staff to develop a new vision for SIT including stakeholders from the public, the SIT Board, and elected officials
- Maintain a presence in the served communities by attending events

## **PRIORITY 7: UNDERGO AN ANNUAL ACTION PLANNING PROCESS TO SET SPECIFIC GOALS AND OBJECTIVES FOR THE YEAR**

### **STRATEGIES**

- Work with ATURA/RPA-14 staff to develop a timeline and planning process that includes meeting with the SIT Board, SIT staff, TAG groups, and riders
- Publish the action plan online

## SECTION 5: FUNDING



## AVAILABLE SOURCES

The following section highlights the funding opportunities from the State and Federal governments followed by local and non-government funding options.

### STATE AND FEDERAL GOVERNMENT

The following are possible State and Federal government funding mechanisms and sources.

#### STATE TRANSIT ASSISTANCE (STA)

Iowa devotes four percent of the fees for new registration collected on sales of motor vehicle and accessory equipment to support public transportation. Most of this money is distributed by a formula that is based on each transit system's performance during the previous year in terms of rides, miles and local funding support. All public transit systems are eligible for funding through this program. The purpose of this formula fund program is to support and improve locally sponsored public transit programs. Annually, \$300,000 is set aside for special projects.

#### PUBLIC TRANSIT INFRASTRUCTURE GRANT (PTIG) PROGRAM

All public transit systems are eligible for funding through this program. The purpose of this program is to support vertical infrastructure needs of Iowa's public transit systems. Projects can involve new construction, reconstruction, or remodeling, but must include a vertical component to qualify. Projects are evaluated based on the anticipated benefits to transit, as well as the ability to have projects completed quickly.

#### FORMULA GRANTS FOR RURAL AREAS (SECTION 5311)

All regional transit systems are eligible for funding through this program. The purpose of this program is to aid transit activities in rural areas and urban areas of less than 50,000 in population for projects related to operations, capital, planning, job access, and reverse commute assistance.

#### INTERCITY BUS ASSISTANCE (SECTION 5311(F))

A minimum of 15 percent of each year's nonurbanized formula funds allocated to Iowa under the 5311 program is required to be set aside to support intercity bus transportation. Private intercity bus companies, public transit agencies, and local communities are eligible through this program. The purpose of this program is to provide funds for (1) existing intercity bus routes that tie Iowa to the rest of the country, (2) new feeder routes, which will give smaller communities access to existing intercity routes, (3) marketing for new or existing routes, and (4) providers efforts to upgrade equipment and facilities to become ADA compliant. Connections to Amtrak or passenger air service terminals are desirable.

### BUS AND BUS FACILITIES (SECTION 5339)

These funds can finance capital projects to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities. In Iowa, approximately \$1,250,000 is received annually to be spent in small urban (less than 50,000 population) and regional transit systems and receives individual allocations for each large urban transit system serving populations between 50,000 and 200,000. All public transit systems are eligible for funding through this program.

### CONGESTION MITIGATION AND AIR QUALITY (CMAQ) PROGRAM

All public transit systems are eligible for funding through this program. The purpose of this program is to fund vehicle replacement projects. All projects must be in an approved State Transportation Improvement Program and an Asset Management Plan.

### IOWA CLEAN AIR ATTAINMENT PROGRAM (ICAAP)

Eligible entities include cities, counties, public transit agencies, metropolitan planning organizations, regional planning affiliations, and state and federal agencies. The purpose of this program is to fund transportation (including transit) projects that help maintain Iowa's clean air quality by reducing transportation-related emissions. Eligible projects include (1) those which reduce emissions via traffic flow improvements and provide a direct benefit to air quality by addressing ozone, carbon monoxide, or particulate matter PM-2.5 or PM-10, (2) those which reduce vehicle miles of travel, (3) those which reduce single-occupant vehicle trips, or (4) other transportation improvement projects to improve air quality or reduce congestion.

### SURFACE TRANSPORTATION BLOCK GRANT (STBG) PROGRAM -TRANSIT

All public transit systems are eligible for funding through this program. The purpose of this program is to fund transit projects. These federal funds come to the state on the basis of the FAST Act legislation, and can be used for roadway or transit capital projects on an 80 percent federal and 20 percent local basis. In Iowa a portion of these funds are programmed by local governments, acting through metropolitan or regional planning agencies. Two planning Agencies RPA-14/ATURA and RPA-17/Chariton Valley Planning operate in the region served by SIT. Both planning agencies have awarded funding for the purchase of equipment or vehicles to SIT in recent years. Both planning agencies have an annual, competitive application process. Historically SIT has used STP funding from both RPA 14 and RPA 17 for equipment and vehicles. SIT plans to continue applying to both RPAs for funding during each of the coming years, as it has few other options for purchasing vehicles. RPA 14/ATURA sets aside \$50,000 each year exclusively for small cities and transit operations. This small city/transit fund has a \$150,000 cap.

## BETTER UTILIZING INVESTMENTS TO LEVERAGE DEVELOPMENT (BUILD) TRANSPORTATION GRANTS PROGRAM

Eligible applicants include State, local and tribal governments, including U.S. territories, transit agencies, port authorities, metropolitan planning organizations (MPOs), and other political subdivisions of State or local governments. Eligible projects include (1) title 23 of US Code eligible road or bridge projects, (2) public transportation projects eligible under chapter 53 of title 49 of US Code, (3) passenger and freight rail transportation projects, (4) port infrastructure investments, and (5) intermodal projects. Urban and rural projects receive no more than 50 percent of the total funds annually.

## RURAL TRANSPORTATION ASSISTANCE PROGRAM (SECTION 5311 (B) (3))

Public transit operators in non-urbanized areas are eligible applicants to this program. This program is a source of funds for assistance in designing and implementing training and technical assistance services.

## LOCAL AND NON-GOVERNMENT

The following are possible local and non-government funding mechanisms and sources.

### CONTRACT REVENUES

Human service agencies, local communities, as well as private businesses are often willing to pay a part or all of the cost for certain types of rides provided as part of the open to the public transit operation. Such subsidies are classified as contract revenues and can count toward the required local match on federal projects.

### PASSENGER REVENUES (FARES)

Fees paid by the passengers is one of the most common sources of local support. This can include monies collected on-board the transit vehicle (usually called “farebox receipts”), as well as prepaid fares from the sale of passes or tickets, or fares billed to the passenger after the fact. SIT generates revenues in this manner. Passenger revenues are expected to continue to remain constant over the life of this plan.

### MUNICIPAL TRANSIT LEVY

Iowa Code allows municipalities to support transit through a transit levy with a maximum amount of 95 cents per \$1,000. Currently, no municipalities in the region impose this tax levy. At present, no government entities in this region have a transit levy.

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## GENERAL FUND LEVY

The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties who don't have the option of a transit levy. This is also true for cities in the region, none of which have chosen to use the transit levy.

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## COUNTY ALLOCATIONS

Historically each of the seven counties that the Southern Iowa Trolley operates within contributes an annual allocation to support the transit operations. The amount of funding requested is based on ridership, population, and input from SIT directors who are county supervisors.

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## ADVERTISEMENT REVENUES

SIT currently does not take advantage of advertising opportunities on its buses and vehicles. This is a common revenue stream for other public transit providers.

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## STUDENT FEES

Mandatory student fees established by a college or university are similar to a tax levy in that all members of the particular community contribute. Although Southwestern Community College is located in the SIT service region, no mandatory student fees have been assessed to support transit operations.

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## MEDICAID

A variety of types of waivers are provided to Iowa Medicaid recipients to cover the costs of their transportation for medical services. SIT invoices for the waiver rides provided. This source of funding is expected to continue during the lifetime of this plan. The Medicaid brokerage run by Access 2 Care and Logisticare provides transportation coordination for individuals covered by Medicaid insurance. SIT contracts with Access 2 Care and Logisticare for the rides they are able to provide for those covered under this program. SIT invoices Access 2 Care and Logisticare for the rides provided through this brokerage system.

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## HOMELAND SECURITY

The Department of Homeland Security, through the Federal Emergency Management Agency, provides a number of grants related to transportation, including in the categories of preparedness to enhance the capacity of responders to prevent, respond to, and recover from incidents; pre-disaster mitigation; and hazard mitigation.

## OLDER AMERICANS ACT

Congress passed the Older Americans Act (OAA) in 1965 in response to concern by policymakers about a lack of community social services for older persons. Funding to help pay for senior rides is available through this program from the Connections Area Agency on Aging. During the fiscal year ended June 30, 2019, over 33,000 senior rides were provided by SIT.

## HEAD START

The State of Iowa Decategorization Program and Community Partnerships for Protecting Children (CPPC) provides funding that may be used for transportation for some low-income students receiving Decategorization scholarships or attending Head Start and having no way to get to and from school. The individual preschools receive tickets from the Decategorization Program to use in these emergency situations. It is anticipated that this funding will continue over the lifetime of this plan.

## COMMUNITY FACILITIES DIRECT LOAN AND GRANT PROGRAM

This program, organized by the United States Department of Agriculture, provides affordable funding to develop essential community facilities in rural areas.

## REASONABLY ACHIEVABLE FUNDING

It is very reasonable to assume that all formula funds (STA, Section 5311, and STBG) will be available in future years. Contract revenues, passenger fare revenues, and county allocations are all reasonable based on history and predictable based on recent trends, which can be tracked. Although SIT has never explored this option, advertisement revenues are reasonably achievable as well. It is more a matter of learning the process involved in displaying advertisements on buses.

## FUNDING RECOMMENDATIONS

All reasonably obtainable funds should be sought in the next five years while implementing the strategies and working towards the goals and vision of this plan and the mission of SIT. Competitive grants should be sought as well to allow for more flexible dollars to be spent elsewhere within the agency. This will likely apply to vehicle replacement more often than other aspects of operation. If the need arises, funds for facility and equipment upgrades should be sought through competitive grants to alleviate pressure on the regular funding mechanisms. Expansion of services should also be a future source of revenue, if possible.

## APPENDICES

### RINGGOLD COUNTY INTERAGENCY MEETING MINUTES

#### Ringgold County Interagency Meeting

Monday, July 1, 2019--1:00 p.m.

#### Ringgold County Courthouse First Floor Conference Room

*Mission: We strive to foster community cooperation and collaboration to strengthen the family unit and to develop and deliver a complete continuum of services for a healthy citizenship of Ringgold County.*

Following self-introductions, the following agency updates were given:

- Brandy Powers—Tobacco Prevention
  - Start of 2020 Grant year
  - Focus will be around increase in Quitline usage
  - LGBT usage information and marketing was shared during month of June.
- Stu Burzette – SICOG
  - Replaced Marcus Amman three weeks ago so in the process of learning
  - Transportation planning will begin in the fall
- Tracee Knapp—Ringgold County Hospital
  - Nothing new to report
- Katie Smith—Mount Ayr Medical Clinic
  - Will be forming a weight loss group that will meet every other month. May adjust frequency to meet needs of the participants.
  - Is currently recommending the DASH diet but would like to work with Katie Routh, Dietitian at RCH, on meal planning. Will have additional information at next meeting.
- Becky Fletchall—Ringgold County Public Health/CROSS Mental Health Region
  - Immunization information is on the agenda. Summer is a good time to get children up-to-date before school starts.
  - Mental Health—would like to form a NAMI group in the area. The closest ones are in the Des Moines area and Appanoose County. Gauging interest in those wanting to be trained. One barrier is the requirement that the chapter be a 501c3.
  - CROSS
    - Children’s mental health rules should be available in the fall
    - Access Center in Osceola is now under construction. Plans are to have it completed in the fall.
- Robin McDonnell—Start-2-Soar (Family Support)—Maternal Child Health—1<sup>st</sup> Five
  - Serves families with children prenatal to 3 years of age
  - Serving 20 families. Taking referrals.
  - Planning group connections for the fall
  - Maternal Child Health screenings at the WIC clinics (development and I-Smile)
  - Subcontract with Marion County PH to do 1<sup>st</sup> Five in Ringgold County

- Deb Robertson—Senior Life Solutions and community volunteer
  - Pediatrician begins at Mount Ayr Medical Clinic in August. She will also see patients at CHI in Corning.
  - RCH now employs the ED Doctors rather than using contract docs. Dr. Kershner is Emergency Medical Director. ED Doctors also rotate through the MAMC for walk-in clinic.
  - Serve those 55+ experiencing depression with intensive out-patient program
  - Many participants are now self-referring which shows how the community has accepted the program. Agency referrals also are accepted.
  - Program is 3 ½ day session per week. Later they transition to 2 days per week.
- Cathy Dooley—IDPH HIV Special Projects
  - 2018 data is available and will be shared with group with meeting minutes
  - Looking for ways to connect with the medical community.
  - Has a new link at access information and condoms
- Cyndi Smith—Americorp Youth Launch
  - Provided SFL with 5 staff members.
  - Will help with Ringgold County Fair
  - Planning a teen-girls overnight in the fall. A way for them to bond.
- Karla Hynes—MATURA WIC
  - The Crest Area breast feeding support group is doing well, meeting quarterly.
  - August 3 will be Annual Breast Feeding Walk at McKinley Park
  - Staff will be able to attend WIC National Convention in Oklahoma
  - Parent's Choice Infant Formula sold at Wal-mart has been voluntarily recalled. More information is available here: <https://www.fda.gov/safety/recalls-market-withdrawals-safety-alerts/perrigo-issues-voluntary-recall-parents-choice-advantage-infant-formula-milk-based-powder-iron>
  - Annual 5K will be November 2.
  - New income guidelines for WIC released today. Income went up as usual. Those at 185% of poverty can participate. Would encourage all to apply especially if pregnant. Under this circumstance, much higher income guidelines apply.
  - WIC participation is up because more babies are being born.
  - Will be having two nurses (Judy and Sharon) retiring in the next year
- Shannon Harris & Kate Cassill-Crisis Intervention and Advocacy Center
  - Assist victims of domestic abuse, sexual assault, homicide, violent crime no matter when in life it occurred.
  - On call 24-7. Available for hospital and law enforcement.
  - This is a very safe place to report. It is very confidential and staff cannot be subpoenaed.
  - Referrals come from police departments, county attorneys, etc.
  - Homelessness and prevention of.
  - Due to funding cuts positions had to be eliminated.
- Rachelle Hardisty- Parent Partner
  - Building a Better Future is coming up
- Vicki Sickels—Quad Counties 4 Kids ECI Area
  - The Quad Counties Area is doing a survey of child care needs in the four-county area of Adams, Ringgold, Taylor and Union Counties.
  - A pilot program to recruit new child care providers is being worked on. The orientation will be August 26 at Pizza Ranch in Creston, with trainings to be the

week of September 9 at the Iowa Works office also in Creston. At the end of the week participants will have all the training they need to become an in-home registered provider or work in a center.

- The Adams/Taylor Behavioral Health Coalition received funding for 3 years which will assist with PAT programs in those two counties. This will free up ECI funds to be used elsewhere. As costs continue to rise, it is difficult to cover all costs with no increase in funding
- The Early Childhood Area Boards are in the process of forming an association to advocate for Early Childhood issues at the State Capitol. Any lobbying would be done with donations.

Start-2-Soar program will be sponsoring the Baby Contest at Ringgold Co Fair. If anyone has items they would like to put in the handout bags, let Robin McDonnell know.

**The next meeting of the Ringgold County Interagency Group will September 9 due to the Labor Day Holiday.**

## Ringgold County Interagency Meeting

Monday, September 9, 2019--1:00 p.m.

### Ringgold County Courthouse First Floor Conference Room

*Mission: We strive to foster community cooperation and collaboration to strengthen the family unit and to develop and deliver a complete continuum of services for a healthy citizenship of Ringgold County.*

The following agency updates were given:

- Tracee Knapp—Ringgold County Hospital
  - In process of system updates
  - Is chairing a group at RCH working on putting in a Healing Garden at the facility
- Brandy Powers—Tobacco Prevention
  - Attended the National Conference on Tobacco and Health
  - Information on vaping and JUUL was shared
    - Know one knows how much nicotine is in them
    - Starter packs can be purchased for \$1.
- Becky Fletchall—Ringgold County Public Health/CROSS Mental Health Region
  - Immunization information is on the agenda. There is currently a shortage from the manufacturer.
  - CROSS Mental Health Region
    - Rachel Cecil Is the CEO. Actively looking for grant funding to fill gaps.
    - Working on suicide prevention
    - Access Center in Osceola is under construction. Will be for ages 18 and over. Will have a mobile crisis center also.
    - Children’s mental health has no rules available yet. May need to have a Social Worker for all counties.
- Robin McDonnell—Start 2 Soar (Family Support)—Maternal Child Health—1<sup>st</sup> Five
  - Serves families with children prenatal to 3years of age
  - Serving 20 families. Taking referrals.
  - Maternal Child Health screenings at the WIC clinics (development and I-Smile)
  - Subcontract with Marion County PH to do 1<sup>st</sup> Five in Ringgold County. Five kiddos are being followed right now.
  - Manages the Facebook page for the agency.
  - Currently finishing a Goals and Assets Class. Role and Read will be in September at Judge Lewis Park
- Katie Smith—Mount Ayr Medical Clinic
  - Dr. Tabitha Wilson, pediatrician, has started at the MAMC. Office hours are Monday and Thursday. Had a meet and greet at Ayr Days
  - Denise Coleman, ARNP, is now on staff at RCH in multiple role

- Jody Haley—Zion Recovery
  - Most abuse involves alcohol
  - Passed out information on the risks of marijuana use. It is becoming more widely accepted.
- **Stu Burzette—SICOG /ATURA Transportation**
  - Will be sending out a survey to assessed the needs and identify the gaps for transportation plan.
  - The group identified after hours transportation and have the proper equipment to transport those who are obese.
- Vicki Sickels—Quad Counties 4 Kids ECI Area
  - A pilot program to recruit new child care providers called “Fast Track” started today. Creston at the Iowa Works office. At the end of the week participants will have all the training they need to become an in-home registered provider or work in a center.
  - The Quad Counties Area will be going through re-designation this fiscal year. A new Community Plan is being written and must be submitted by October 31.
  - Current statistics concerning child care in Ringgold County was distributed.
  - The executive summary for FY2019 outlining who the are partners where and what was funded was shared.

**The next meeting of the Ringgold County Interagency Group will November 4.**

## Ringgold County Interagency Meeting Notes

### Ringgold County Courthouse

November 4, 201

The meeting commenced at 1:02 p.m. with self-introductions.

The following agency updates were given

#### **Robin Mc Donnell (Ringgold County Public Health)**

- Is in charge of the Start to Soar Family Support Program —17 families, 22 families enrolled , November 13 at 5:30 p.m. group meeting topic is financial planning. All are invited to attend. Immunizations she shared information included in the notes on the agenda.
- Does the 1<sup>st</sup> Five Program in Ringgold County through a contract with Marion County Public Health. Currently 7 families enrolled.
- Also, has subcontract with Marion County PH to provide I-Smile and Maternal Health at the WIC clinic.

#### **Jodi Haley (Zion Recovery)**

- Oct 26 national prescription drug take back day. Collected 47 pounds in Ringgold County.
- Medications in your home handout was shared. Use medications as prescribed. Don't take other people's prescriptions.

#### **Katie Smith (Mount Ayr Medical Clinic)**

- Meets with Mount Ayr Medical Clinic patients free of charge. Helps them individualized goals. Many have goals for weight loss.
- Also helps with diabetes management (A1C). Preventative work and managing chronic diseases are also offered. No referral needed as long as a patient of MAMC.
- Denise Coleman is in the clinic as needed for same-day sick. Also assists in Emergency Department.

#### **Jenny Hodgkins (Parent Partner)**

- Current 5 female and 1 male parent partners in the area. Have one case in Ringgold County
- Taking referrals from any source.

#### **Stu Burzette (SICOG/ATURA)**

- Working on PTP Transportation Plan. Draft copy of the plan survey was distributed so all recently.

- A Survey will be distributed next Monday. Please share widely.
- Draft of plan February 1 be available for review and comment.

**Vicki Sickels (Quad Counties 4 Kids ECI, Ringgold County Wellness 5-2-1-0)**

- Community Plan was approved last week and submitted to the state for re-designation as an ECI Area
- Needs Assessment information for the 4-county area that was made possible through the Preschool Development Grant was shared. This will be incorporated into the plan.
- Association of Early Childhood Iowa Boards was formed October 23. Individuals can join for \$25 and agencies for \$150. Three priorities for the 2020 legislative year were adopted. The priorities were handed out.
- The renewal of the Preschool Development Grant 0-5 is due tomorrow. The state will apply for the maximum \$10mm. Will require a 30% match.
- Ringgold County received a year 2 grant for the 5-2-1-0 Healthy Hometown initiative. They will build on the first year and decisions on sending will be made in November.

**Shannon Harris (Crisis Intervention and Advocacy)—**

- Hiring a domestic violence advocate (Decatur, Clarke, Madison) Bi-lingual would be good.
- Child Abuse funding in Clarke is funding Nurturing Healthy Sexual Development. Will help participants to recognize when there should be a concern. Nov 18 & December 9. Individuals, groups and parents are invited to this great training.

**Jennifer McBroom (Americorps Youth Launch, Graceland University)**

- Finished enrollment for the year.
- Currently 17 individuals at 6 sites.

**Karla Hynes (MATURA)**

- LIHEP is open for enrollment, at Neighborhood Center.
- WIC Clinics are crazy, doubled in numbers in the last year.
- Judy, dietitian is retiring. Sharon Campbell will be retiring end of February. Will have one opening Nurse/Dietitian.
- Money spent by WIC at grocery stores ( \$1.8 million) in the area support local jobs.
- Streamlining WIC Certifications—Meet with new mom while in hospital and take back to office. WIC families more than likely would qualify for WIC. Looking at ways to meet with those families.
- Third Wednesday of the months are WIC Clinics in Mount Ayr. Holidays might affect days so please call to confirm.

**Brandy Powers (Tobacco Prevention)**

- Adolescent Health profile for Ringgold County from the Iowa Youth Survey shows no usage. Questioning the validity.
- Vaping is a hot topic. She is doing presentations everywhere. Four years ago know one was interested now she can't fit them all in. EMR do not reflect the new language.
- New teen texting line for teen vaping, MyLifeMyQuit. Posters handed out. There is a tobacco prevention specialist in all 99 counties. They don't all use the same presentations. Staff trainings are important. Even elementary kiddos indicate using. Iowa Quit Line is for ages 13-adult. There is a texting option there as well.

**Rene Fierce (MATURA Head Start)**

- Currently 18 enrolled in Mount Ayr full-time.
- MATURA Head Start, as a whole, is fully enrolled.
- Population is very mobile.

**Melissa Woodhouse (-I-Smile, Marion County Public Health)**

- \$26MM spent on kiddos for surgery that could be prevented.
- Serves WIC, Preschool and Head Start. Delta Dental is funding Ringgold.
- Next year will be a push to have a dentist available in the county.
- Brochures were handed out

**Cathy Dooley (HIV Special Projects, IDPH)**

- Condom program is successful. Will surpass 1.8 million distributed this year. Have a locator by zip code available online.
- Any agency that wants them can email or [iowacondoms.org](http://iowacondoms.org).
- Stop HIV resources available online also.
- STD rates are very high in Iowa. Has been in an article recently (Des Moines Register) concerning the alarming increases in STDs.
- She cannot be client facing education. Can do staff.

The next meeting will be Monday, January 6, 2020 at 1:00 p.m. in the Ringgold County Court House conference room.

The meeting adjourned at 2:00 p.m.

## Family Ties Meeting Minutes October 22, 2019

### Taking Responsibility, Investing Resources, Empowering others, in Supportive communities

Those in attendance: Rhonda Lewis, Kristie Nixon, Darla Helm, **Stuart Burzette**, Chris Mansour, Billie Jo Greenwalt, Jeni Hodgkins, Leesa Lester, Angie Larson

There were no additions to the agenda.

Vicki Sickels with The Quad Counties 4 Kids Early Childhood Area emailed she is working on the community plan.

There was no Decat update.

Kristie Nixon shared that CPPC has mini grants of 950.00 available to support the 4 strategies. The Community Partnership approach involves four key strategies; [shared decision making](#), [neighborhood networking](#), [individualized course of action](#), and [policy and practice change](#), which are implemented together to achieve desired results. The application is available here under funding opportunities. Chris Mansour will share with the Creston school counselors.

<http://www.iowacommunitypartners.com/>

#### Agency Sharing:

Bonnie Scroggie of Iowa Works provided flyers for Bunn hiring on site interviews 10-22-19 from 3-6 pm. Census Bureau on site interviews at IA works 10-noon on Oct. 23. You can also apply online and positions are not just going door to door there are clerical support available.

Billie Jo Greenwalt shared section 8 housing has a wait list of 3-4 months. Public housing varies by community. Currently 2 bedroom apartments are available in Leon.

Jeni Hodgkins, Parent Partner reported they are serving 14 families in Union County and have 3 new parent partners starting.

Darla Helm from SWCC AEL announced fall enrollment is down. Looking for an instructor and also a writing instructor. Both positions are part time. Also researching applying for an Americore grant to have an interpreter/ translator for credit and non-credit students.

Darla also shared the Taste Of Union County is Oct. 23 from 5-7 starting at the library and trick or treating will be on Elm Street. "Trick or Treat on Elm Street"

Kristie Nixon from SWCC ECE/PAT shared there were 115 for the family literacy fun night last night! She also shared the Union County Family Support Council will be re-energizing. Still looking for members, especially law enforcement and mental health representation. Jeni suggested Brandi sick for mental health. The fall ECE Seminar will be Nov 2. Six hours of training for ECE Child Care providers. Register

<https://ace.swcciaowa.edu/modules/shop/index.html?action=courseBrowse&CatalogID=68>

Chris Mansour organizing Reads program has 87 volunteers for Creston and St. Malachy first graders. It will begin Nov. 4<sup>th</sup>. She needs 10 more volunteers for shifts on Tues and Thurs. 9:45-10:15.

Angie Larson with MATURA Hs shared they are almost full for enrollment, possibly 2 openings. Looking to work with Corning schools and daycare to get HS back in the building rather than at the church. Looking for a teacher associate in Creston. Also MATURA is looking for a Financial officer and WIC is in need of an office assistant.

Leesa Lester with Southern Iowa Trolley reported they need drivers, especially Clarke and Decatur. Starting pay is \$10.00.

Stu Burzette, the transportation planner at SICOG shared the Passenger Transportation survey will go out soon covering Adams union Taylor and Ringgold. Please fill out if you live or work in these areas. In Feb the draft is due and he will email the report digitally to the Family TIES.

Rhonda Lewis from Zion Recovery provided information on Take Back Day to properly dispose of unused medicine. - Oct. 26 from 10-2. Vape pens can also be taken if batteries are out. She also handed out the Zion Prevention newsletter.

Next meeting November 26, 2019

Respectfully Submitted,

Kristie Nixon

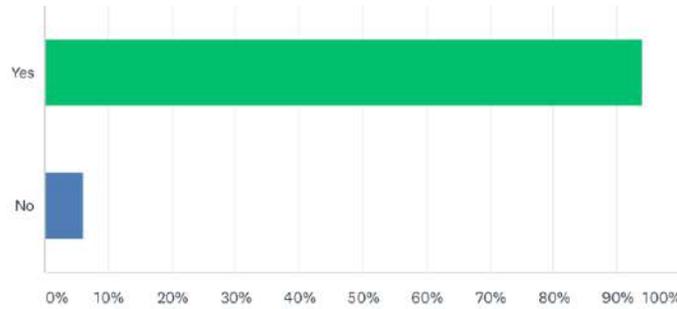
# SURVEY

RPA 14/ATURA Passenger Transportation Plan Survey

SurveyMonkey

**Q1** Does your organization, company, or agency provide human health, social, or development services to the counties of Adair, Adams, Ringgold, Taylor, and/or Union? \*\*\*This includes but is not limited to senior services, medical services, disability services, counseling, food and/or clothing, client transportation, employment services, government services, housing, education, recreation/fitness, legal services, economic development, community development, religious service, and/or mental health services.

Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	94.00% 47
No	6.00% 3
TOTAL	50

## Q2 Please enter some basic information about yourself

Answered: 33 Skipped: 17

ANSWER CHOICES	RESPONSES	
Name	100.00%	33
Title	100.00%	33
Organization Name	100.00%	33
Email	100.00%	33
Work Phone Number	100.00%	33
Work Address	100.00%	33

#	NAME	DATE
1		12/30/2019 2:25 PM
2		12/4/2019 10:35 AM
3		12/3/2019 9:55 AM
4		12/2/2019 9:29 AM
5		11/27/2019 12:23 PM
6		11/27/2019 8:05 AM
7		11/26/2019 4:16 PM
8		11/26/2019 3:07 PM
9		11/26/2019 3:04 PM
10		11/26/2019 2:41 PM
11		11/26/2019 1:56 PM
12		11/21/2019 8:33 AM
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15		11/19/2019 4:27 PM
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23		11/19/2019 8:12 AM
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30		11/13/2019 9:45 AM
31		11/12/2019 2:26 PM
32		11/12/2019 11:13 AM
33		11/12/2019 11:07 AM

RPA 14/ATURA Passenger Transportation Plan Survey

SurveyMonkey

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2		12/4/2019 10:35 AM
3		12/3/2019 9:55 AM
4		12/2/2019 9:29 AM
5		11/27/2019 12:23 PM
6		11/27/2019 8:05 AM
7		11/26/2019 4:16 PM
8		11/26/2019 3:07 PM
9		11/26/2019 3:04 PM
10		11/26/2019 2:41 PM
11		11/26/2019 1:56 PM
12		11/21/2019 8:33 AM
13		11/21/2019 7:10 AM
14		11/20/2019 4:06 PM
15		11/19/2019 4:27 PM
16		11/19/2019 3:26 PM
17		11/19/2019 3:11 PM
18		11/19/2019 11:41 AM
19		11/19/2019 10:00 AM
20		11/19/2019 9:04 AM
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23		11/19/2019 8:12 AM
24		11/19/2019 7:28 AM
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30		11/13/2019 9:45 AM
31		11/12/2019 2:26 PM
32		11/12/2019 11:13 AM
33		11/12/2019 11:07 AM

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8		11/26/2019 3:07 PM
9		11/26/2019 3:04 PM
10		11/26/2019 2:41 PM
11		11/26/2019 1:56 PM
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14		11/20/2019 4:06 PM
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17		11/19/2019 3:11 PM
18		11/19/2019 11:41 AM
19		11/19/2019 10:00 AM
20		11/19/2019 9:04 AM
21		11/19/2019 8:37 AM
22		11/19/2019 8:15 AM
23		11/19/2019 8:12 AM
24		11/19/2019 7:28 AM
25		11/18/2019 4:29 PM
26		11/18/2019 10:34 AM
27		11/15/2019 4:03 PM
28		11/13/2019 4:51 PM
29		11/13/2019 2:02 PM
30		11/13/2019 9:45 AM
31		11/12/2019 2:26 PM
32		11/12/2019 11:13 AM
33		11/12/2019 11:07 AM

RPA 14/ATURA Passenger Transportation Plan Survey

SurveyMonkey

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3		12/3/2019 9:55 AM
4		12/2/2019 9:29 AM
5		11/27/2019 12:23 PM
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7		11/26/2019 4:16 PM
8		11/26/2019 3:07 PM
9		11/26/2019 3:04 PM
10		11/26/2019 2:41 PM
11		11/26/2019 1:56 PM
12		11/21/2019 8:33 AM
13		11/21/2019 7:10 AM
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23		11/19/2019 8:12 AM
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31		11/12/2019 2:26 PM
32		11/12/2019 11:13 AM
33		11/12/2019 11:07 AM

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1	641-782-7021	12/30/2019 2:25 PM
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3	6417826201	12/3/2019 9:55 AM
4	7122500964	12/2/2019 9:29 AM
5	641-782-1745	11/27/2019 12:23 PM
6	641-782-9500	11/27/2019 8:05 AM
7	712.542.1782	11/26/2019 4:16 PM
8	641-782-2119 ext. 16	11/26/2019 3:07 PM
9	641-464-3226	11/26/2019 3:04 PM
10	641-782-2119x 19	11/26/2019 2:41 PM
11	641-782-8431 Ex. 217	11/26/2019 1:56 PM
12	712-621-6182	11/21/2019 8:33 AM
13	6417826571	11/21/2019 7:10 AM
14	641782-4170	11/20/2019 4:06 PM
15	712-623-4838, Ext. 6020	11/19/2019 4:27 PM
16	641.828.2238	11/19/2019 3:26 PM
17	712-523-3405	11/19/2019 3:11 PM
18	6417824170	11/19/2019 11:41 AM
19	6417827803	11/19/2019 10:00 AM
20	800-243-5560	11/19/2019 9:04 AM
21	641-464-3226	11/19/2019 8:37 AM
22	6417828511	11/19/2019 8:15 AM
23	712-523-3405	11/19/2019 8:12 AM
24	7125233405	11/19/2019 7:28 AM
25	641.782.8457	11/18/2019 4:29 PM
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27	641-782-8585	11/15/2019 4:03 PM
28	641-782-8585 ext 1021	11/13/2019 4:51 PM
29	641-322-3737	11/13/2019 2:02 PM
30	712-523-3405	11/13/2019 9:45 AM
31	641-464-4468	11/12/2019 2:26 PM
32	6414644533	11/12/2019 11:13 AM
33	712-545-0107	11/12/2019 11:07 AM

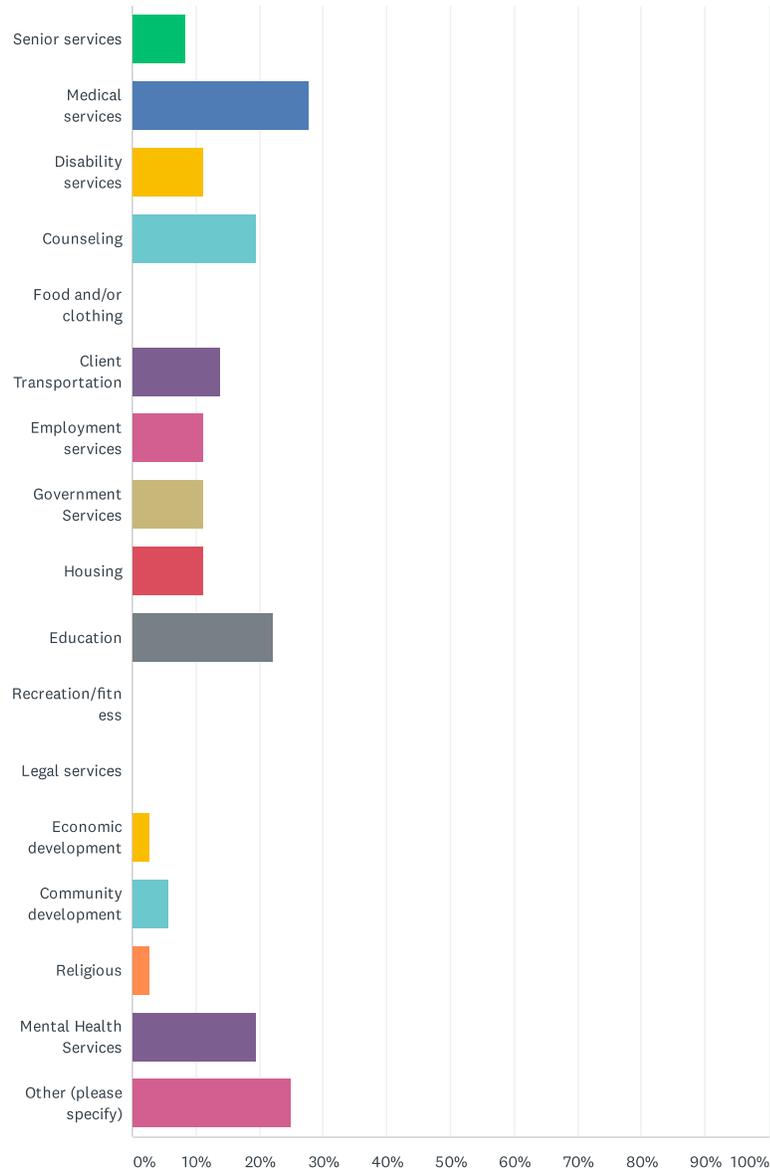
## RPA 14/ATURA Passenger Transportation Plan Survey

SurveyMonkey

#	WORK ADDRESS	DATE
1	208 West Taylor Street, PO Box 471, Creston Iowa 50801	12/30/2019 2:25 PM
2	Atlantic, IA	12/4/2019 10:35 AM
3	209 N Elm Creston Iowa 50801	12/3/2019 9:55 AM
4	1105 E. 10th Street, Atlantic, IA 50022	12/2/2019 9:29 AM
5	201 N Elm Street, Creston, IA	11/27/2019 12:23 PM
6	904 E. Taylor, Suite B, Creston , IA	11/27/2019 8:05 AM
7	220 Essie Davison Drive Clarinda, IA 51632	11/26/2019 4:16 PM
8	215 N. Elm Street Creston, IA 50801	11/26/2019 3:07 PM
9	504 N. Cleveland St.	11/26/2019 3:04 PM
10	215 N. Elm Creston, IA	11/26/2019 2:41 PM
11	211 A North Elm Creston IA 50801	11/26/2019 1:56 PM
12	bmyers@dhs.state.ia.us	11/21/2019 8:33 AM
13	215 E. Montgomery St.	11/21/2019 7:10 AM
14	203 W MONROE ST, Creston, IA 50801	11/20/2019 4:06 PM
15	cnook@dhs.state.ia.us	11/19/2019 4:27 PM
16	2003 N. Lincoln Knoxville, Iowa 50138	11/19/2019 3:26 PM
17	405 Jefferson Suite 7 Bedford, Iowa 50833	11/19/2019 3:11 PM
18	203 West Monroe Street, Creston, Iowa 50801	11/19/2019 11:41 AM
19	705 East Taylor Street	11/19/2019 10:00 AM
20	4149 Highline Blvd, #200, Oklahoma City, OK 73108	11/19/2019 9:04 AM
21	504 N Cleveland Mount Ayr IA 50854	11/19/2019 8:37 AM
22	1001 Cottonwood Rd, Creston, IA 50801	11/19/2019 8:15 AM
23	405 Jefferson St., Bedford, Iowa 50833	11/19/2019 8:12 AM
24	405 Jefferson St. STE 7	11/19/2019 7:28 AM
25	1003 Cottonwood Creston, Iowa, 50801	11/18/2019 4:29 PM
26	212 E Coolbaugh Red Oak Ia 51566	11/18/2019 10:34 AM
27	219 N. Pine Street Creston, IA 50801	11/15/2019 4:03 PM
28	219 N. Pine St. Creston, Ia 50801	11/13/2019 4:51 PM
29	2264 Quarry Rd, Corning, IA 50841	11/13/2019 2:02 PM
30	405 Jefferson St. Bedford, IA	11/13/2019 9:45 AM
31	504 N. Cleveland, Mount Ayr, Iowa 50854	11/12/2019 2:26 PM
32	504 North Cleveland St Mount Ayr Ia 50854	11/12/2019 11:13 AM
33	250 S 77th Omaha NE 68114	11/12/2019 11:07 AM

### Q3 Please indicate the type(s) of social service your organization provides

Answered: 36 Skipped: 14



RPA 14/ATURA Passenger Transportation Plan Survey

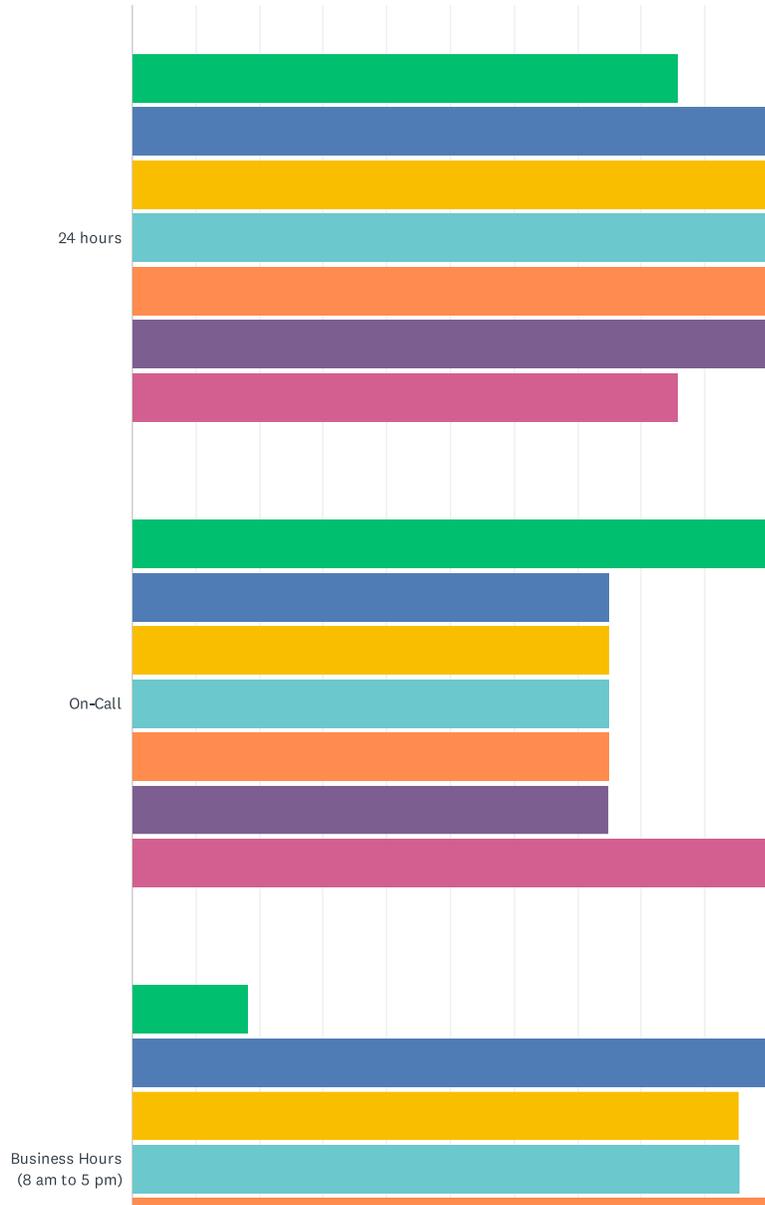
SurveyMonkey

ANSWER CHOICES	RESPONSES	
Senior services	8.33%	3
Medical services	27.78%	10
Disability services	11.11%	4
Counseling	19.44%	7
Food and/or clothing	0.00%	0
Client Transportation	13.89%	5
Employment services	11.11%	4
Government Services	11.11%	4
Housing	11.11%	4
Education	22.22%	8
Recreation/fitness	0.00%	0
Legal services	0.00%	0
Economic development	2.78%	1
Community development	5.56%	2
Religious	2.78%	1
Mental Health Services	19.44%	7
Other (please specify)	25.00%	9
Total Respondents: 36		

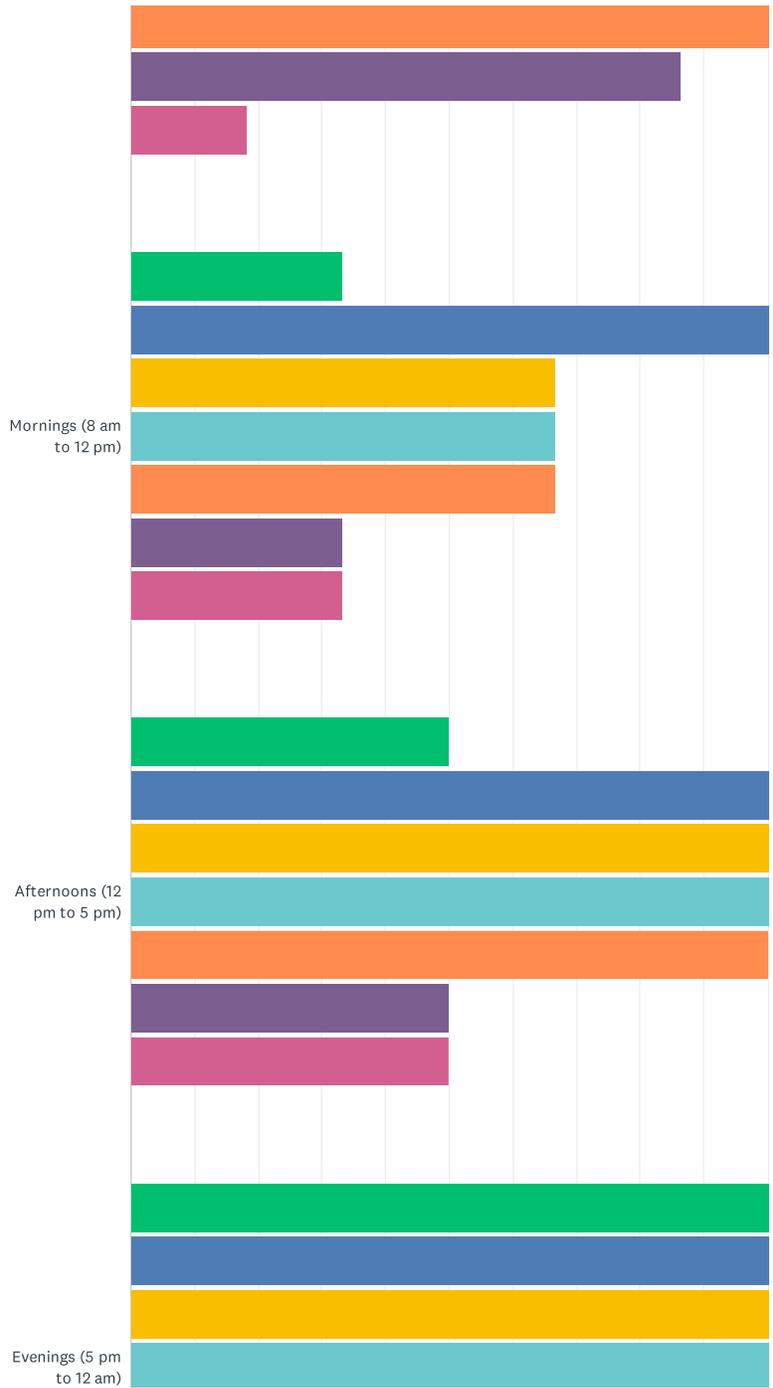
#	OTHER (PLEASE SPECIFY)	DATE
1	Substance Abuse Treatment Services	12/2/2019 9:29 AM
2	Family Development in home	11/26/2019 1:56 PM
3	Child abuse and dependent adult assessments	11/19/2019 4:27 PM
4	Maternal, Child, & Adolescent Health Services (including dental screening & varnish)	11/19/2019 3:26 PM
5	Environmental Services	11/19/2019 10:00 AM
6	developmental referrals birth to five, home health and nurse consultant for day cares, Immunizations	11/19/2019 8:12 AM
7	Maternal Child Health Grantee	11/19/2019 7:28 AM
8	Dental	11/13/2019 2:02 PM
9	We fund programs that provide services to families with children age 0-5. Do pay for preschool transportation.	11/12/2019 10:23 AM

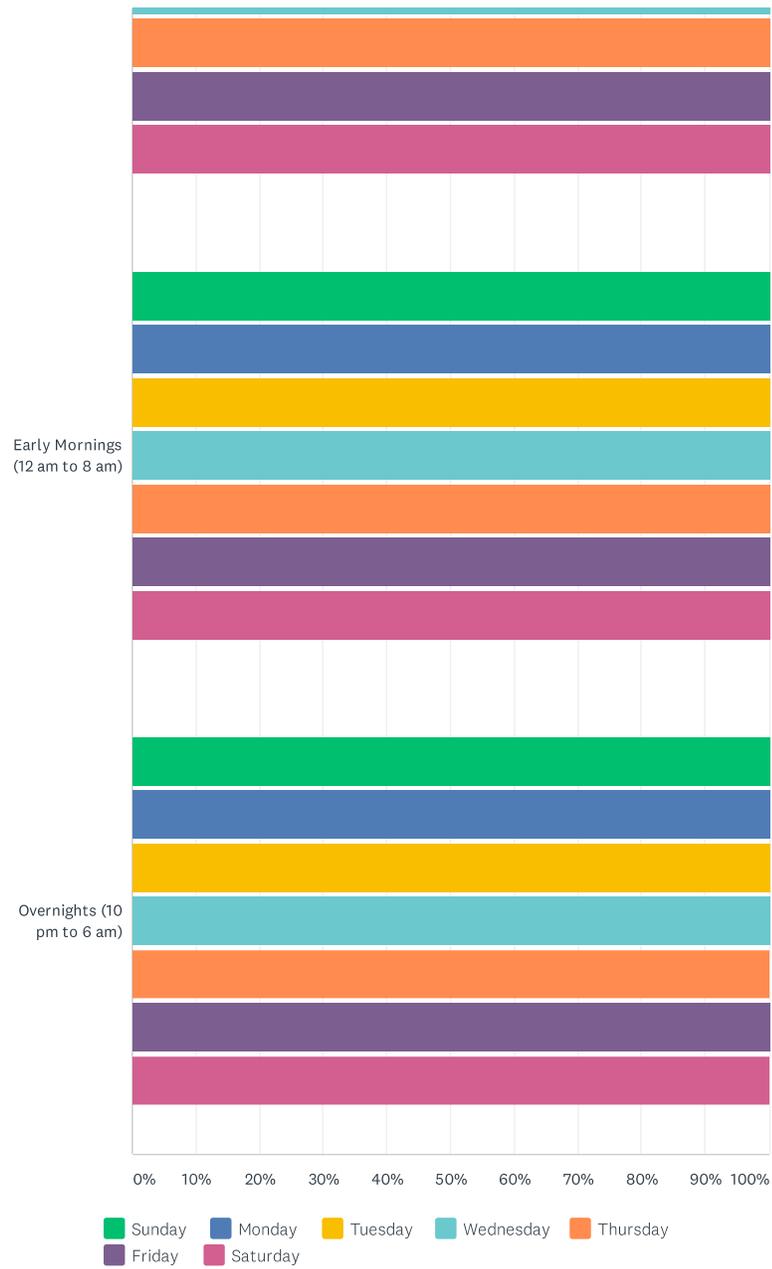
### Q4 Select the boxes that best describe your organizations operational hours during a normal week (select all that apply)

Answered: 31 Skipped: 19



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RPA 14/ATURA Passenger Transportation Plan Survey

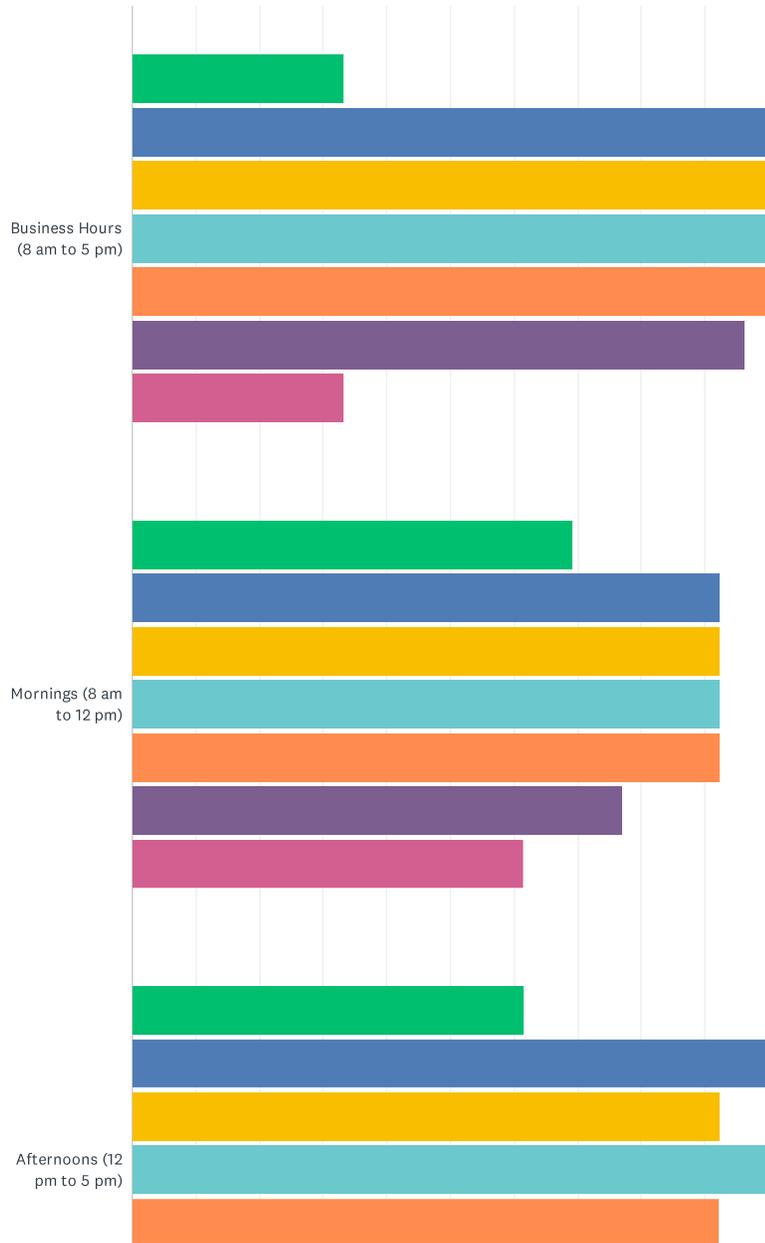
SurveyMonkey

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	TOTAL RESPONDENTS
24 hours	85.71% 6	100.00% 7	100.00% 7	100.00% 7	100.00% 7	100.00% 7	85.71% 6	7
On-Call	100.00% 8	75.00% 6	75.00% 6	75.00% 6	75.00% 6	75.00% 6	100.00% 8	8
Business Hours (8 am to 5 pm)	18.18% 4	100.00% 22	95.45% 21	95.45% 21	100.00% 22	86.36% 19	18.18% 4	22
Mornings (8 am to 12 pm)	33.33% 1	100.00% 3	66.67% 2	66.67% 2	66.67% 2	33.33% 1	33.33% 1	3
Afternoons (12 pm to 5 pm)	50.00% 1	100.00% 2	100.00% 2	100.00% 2	100.00% 2	50.00% 1	50.00% 1	2
Evenings (5 pm to 12 am)	100.00% 1	100.00% 1	100.00% 1	100.00% 1	100.00% 1	100.00% 1	100.00% 1	1
Early Mornings (12 am to 8 am)	100.00% 1	100.00% 1	100.00% 1	100.00% 1	100.00% 1	100.00% 1	100.00% 1	1
Overnights (10 pm to 6 am)	100.00% 1	100.00% 1	100.00% 1	100.00% 1	100.00% 1	100.00% 1	100.00% 1	1

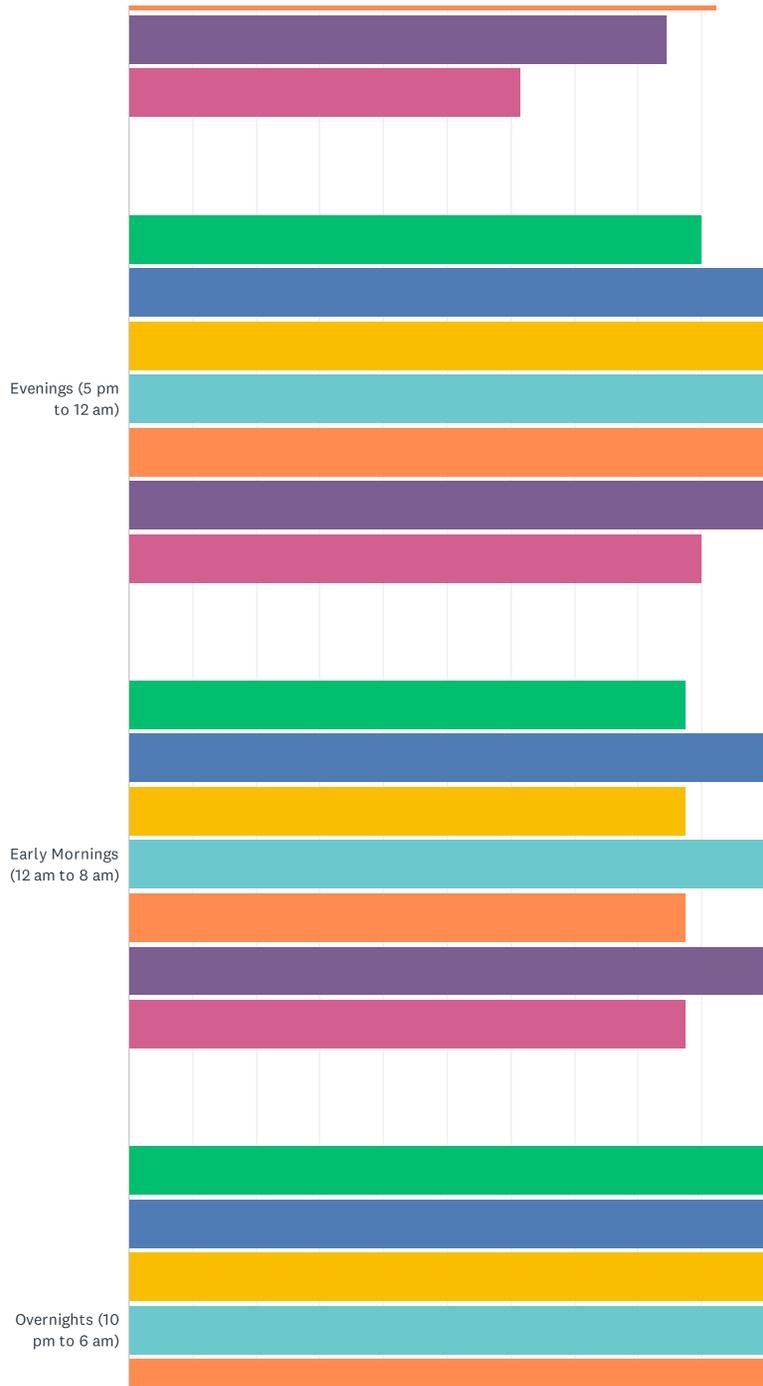
#	OTHER (PLEASE SPECIFY)	DATE
1	8:30 to 4:30 M-W-Th-Fr, 9:00 to 4:30 W.	11/26/2019 2:41 PM
2	7 am to 4 pm	11/21/2019 7:10 AM
3	8:00 a.m. - 4:30 p.m. - office	11/19/2019 4:27 PM
4	8 am to 4:30 pm Monday thru Friday	11/19/2019 3:11 PM
5	24 hours a daily, 7 days a week	11/19/2019 11:41 AM
6	8-4:30	11/19/2019 8:12 AM
7	8am to 4:30pm M-F	11/19/2019 7:28 AM
8	Monday thru Friday 8:00a.m.-4:30 p.m.	11/13/2019 4:51 PM
9	Tues 7-3 Wed 8-7	11/13/2019 2:02 PM
10	varies -- as needed -- mobile services	11/12/2019 11:07 AM
11	6:45-5pm	11/12/2019 10:50 AM

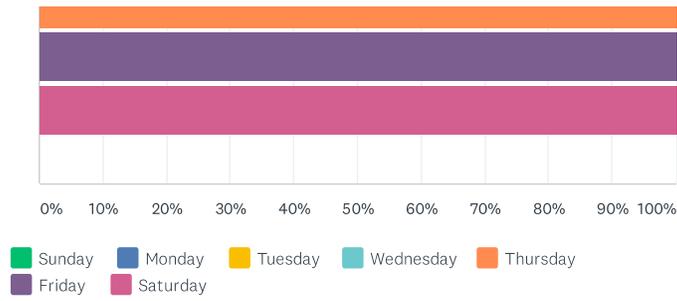
### Q5 When do your clients need public transportation? (select all that apply)

Answered: 31 Skipped: 19



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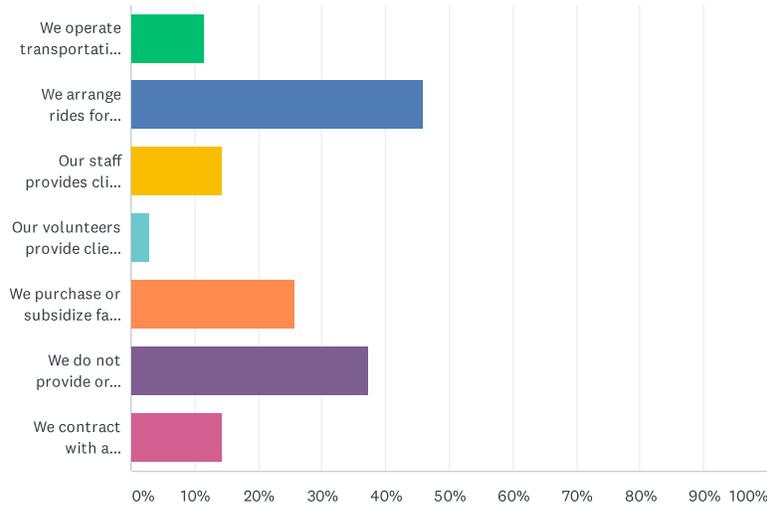


	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	TOTAL RESPONDENTS
Business Hours (8 am to 5 pm)	33.33% 9	100.00% 27	100.00% 27	100.00% 27	100.00% 27	96.30% 26	33.33% 9	27
Mornings (8 am to 12 pm)	69.23% 9	92.31% 12	92.31% 12	92.31% 12	92.31% 12	76.92% 10	61.54% 8	13
Afternoons (12 pm to 5 pm)	61.54% 8	100.00% 13	92.31% 12	100.00% 13	92.31% 12	84.62% 11	61.54% 8	13
Evenings (5 pm to 12 am)	90.00% 9	100.00% 10	100.00% 10	100.00% 10	100.00% 10	100.00% 10	90.00% 9	10
Early Mornings (12 am to 8 am)	87.50% 7	100.00% 8	87.50% 7	100.00% 8	87.50% 7	100.00% 8	87.50% 7	8
Overnights (10 pm to 6 am)	100.00% 7	100.00% 7	100.00% 7	100.00% 7	100.00% 7	100.00% 7	100.00% 7	7

#	OTHER (PLEASE SPECIFY)	DATE
1	varies	11/19/2019 8:12 AM
2	ALL -- my clients struggle with transportation	11/12/2019 11:07 AM
3	N/a	11/12/2019 10:50 AM

### Q6 Select the ways in which your organization provides client transportation

Answered: 35 Skipped: 15

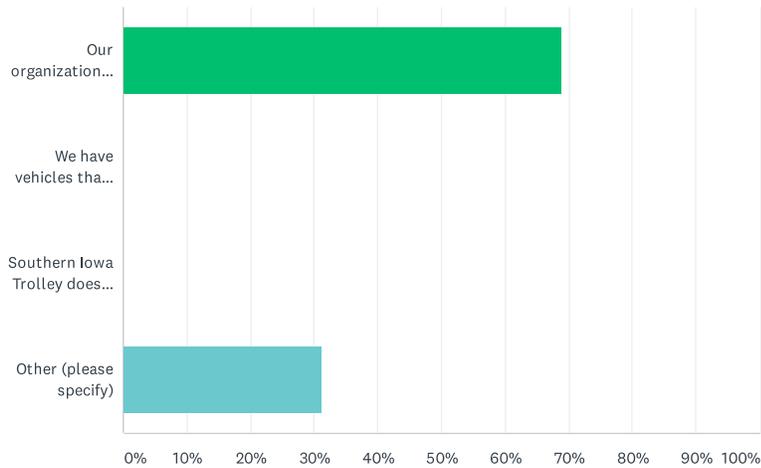


ANSWER CHOICES	RESPONSES
We operate transportation vehicles directly	11.43% 4
We arrange rides for clients with the Southern Iowa Trolley	45.71% 16
Our staff provides client transportation	14.29% 5
Our volunteers provide client transportation	2.86% 1
We purchase or subsidize fares (or passes) for clients through the Southern Iowa Trolley	25.71% 9
We do not provide or subsidize client transportation	37.14% 13
We contract with a non-Southern Iowa Trolley transportation provider for clients (please specify the provider)	14.29% 5
Total Respondents: 35	

#	WE CONTRACT WITH A NON-SOUTHERN IOWA TROLLEY TRANSPORTATION PROVIDER FOR CLIENTS (PLEASE SPECIFY THE PROVIDER)	DATE
1	Total care (Medicaid population)	11/26/2019 3:04 PM
2	FSRP Services	11/21/2019 8:33 AM
3	Osceola Taxi, At Your Service, Ambassador Medical Transportation, etc	11/19/2019 9:04 AM
4	Amerigroup and Iowa Total Care	11/19/2019 8:15 AM
5	SWITA	11/18/2019 10:34 AM

### Q7 What are the reasons that your organization does not utilize the services of the Southern Iowa Trolley?

Answered: 16 Skipped: 34

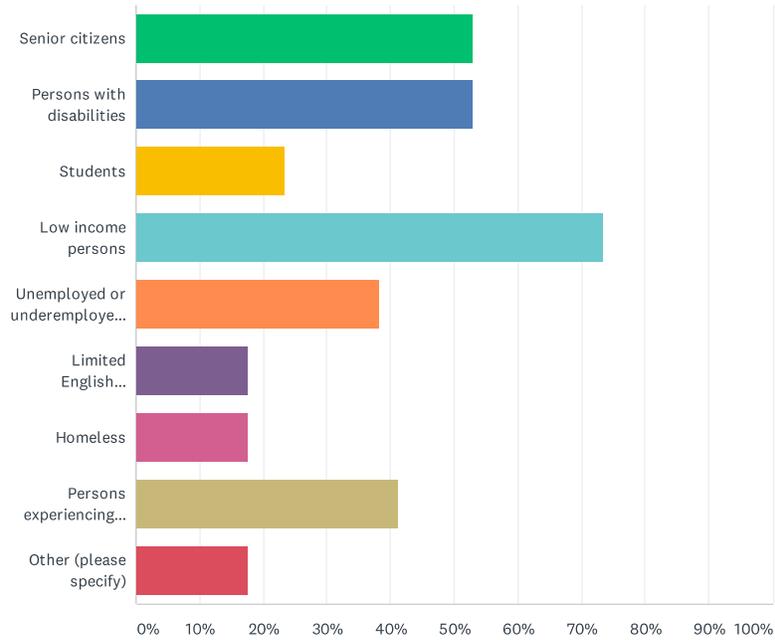


ANSWER CHOICES	RESPONSES
Our organization does not provide or coordinate transportation services	68.75% 11
We have vehicles that meet all of our transportation needs	0.00% 0
Southern Iowa Trolley does not meet our needs	0.00% 0
Other (please specify)	31.25% 5
<b>TOTAL</b>	<b>16</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	we do not have the funds to pay for trolley for clients	11/26/2019 1:57 PM
2	We do utilize them occasionally, however our clients could better benefit from trolley if they operated for longer periods throughout the day	11/20/2019 4:07 PM
3	A lot of the hours are after 4pm and the trolley doesnt drive late enough to do it	11/19/2019 11:42 AM
4	we attempt to organize transportation with family, friends, MCO and/or the trolley	11/19/2019 7:29 AM
5	dont know how to access services	11/12/2019 11:07 AM

### Q8 What categories best describe your principle clients that are in most need of public transportation services? (select all that apply)

Answered: 34 Skipped: 16

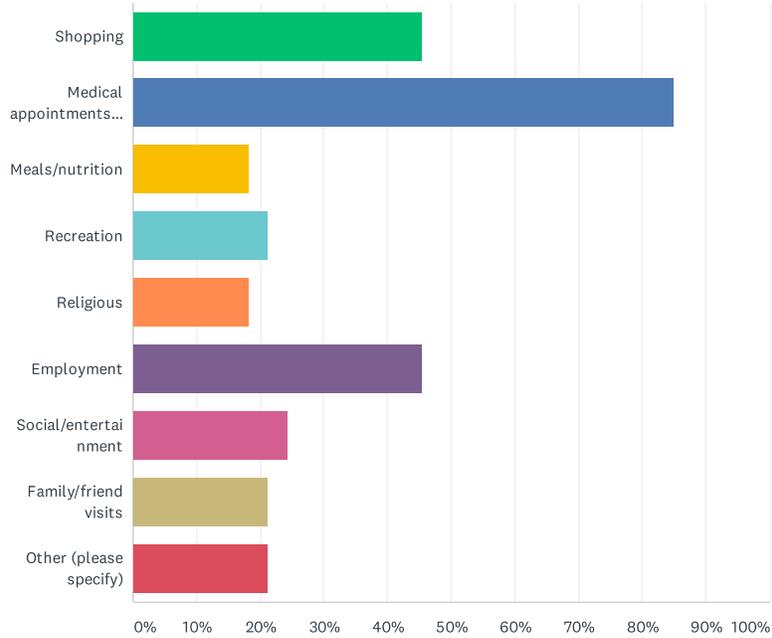


ANSWER CHOICES	RESPONSES	
Senior citizens	52.94%	18
Persons with disabilities	52.94%	18
Students	23.53%	8
Low income persons	73.53%	25
Unemployed or underemployed individuals	38.24%	13
Limited English proficiency populations	17.65%	6
Homeless	17.65%	6
Persons experiencing mental health concerns	41.18%	14
Other (please specify)	17.65%	6
<b>Total Respondents: 34</b>		

#	OTHER (PLEASE SPECIFY)	DATE
1	Cross section of the population	12/30/2019 2:26 PM
2	loss of drivers license	12/4/2019 10:37 AM
3	parents/caregivers with children in the child welfare system	11/27/2019 12:26 PM
4	Substance abuse concerns	11/21/2019 8:34 AM
5	Moms with young children	11/19/2019 3:26 PM
6	persons experiencing substance use disorder	11/12/2019 11:08 AM

### Q9 For what reason(s) do your clients need public transportation? (select all that apply)

Answered: 33 Skipped: 17

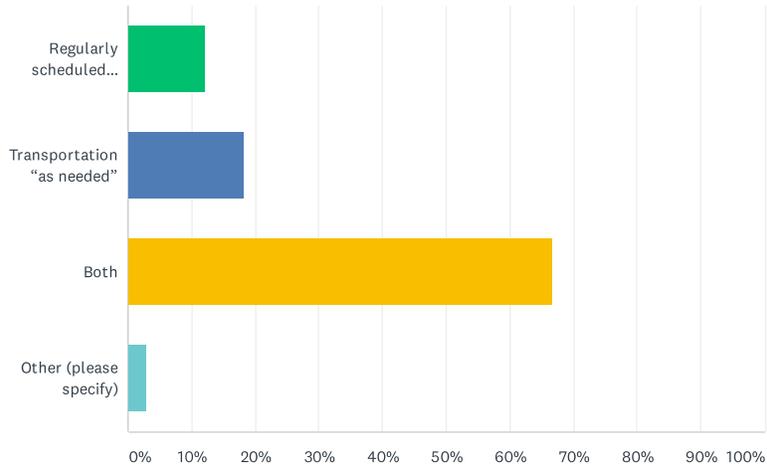


ANSWER CHOICES	RESPONSES	
Shopping	45.45%	15
Medical appointments (including mental health)	84.85%	28
Meals/nutrition	18.18%	6
Recreation	21.21%	7
Religious	18.18%	6
Employment	45.45%	15
Social/entertainment	24.24%	8
Family/friend visits	21.21%	7
Other (please specify)	21.21%	7
<b>Total Respondents: 33</b>		

#	OTHER (PLEASE SPECIFY)	DATE
1	to and from Head Start preK program	12/3/2019 9:56 AM
2	legal and court mandated activities	11/27/2019 12:26 PM
3	to get children to school	11/26/2019 1:58 PM
4	therapy and substance abuse treatment	11/21/2019 8:34 AM
5	to be able to meet at my office for paperwork or other information	11/19/2019 10:02 AM
6	to attend preschool	11/12/2019 10:32 AM
7	To attend preschool	11/12/2019 10:24 AM

### Q10 Which option best describes the trips your clients need?

Answered: 33 Skipped: 17

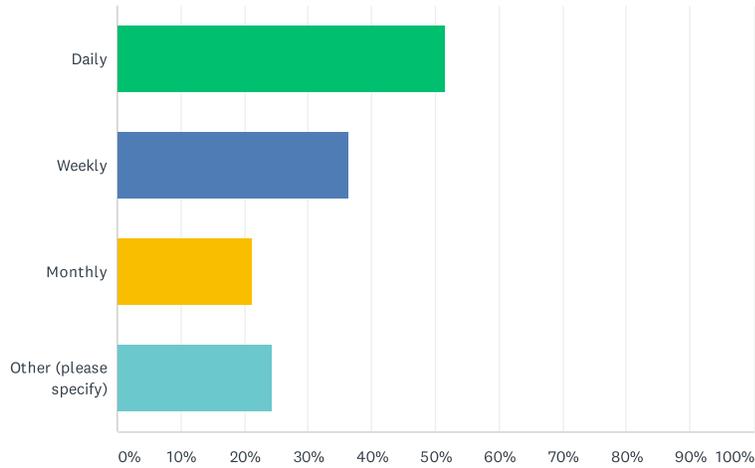


ANSWER CHOICES	RESPONSES
Regularly scheduled transportation	12.12% 4
Transportation "as needed"	18.18% 6
Both	66.67% 22
Other (please specify)	3.03% 1
<b>TOTAL</b>	<b>33</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	varies	11/19/2019 8:13 AM

### Q11 How often are trips needed for your clients? (select all that apply)

Answered: 33 Skipped: 17

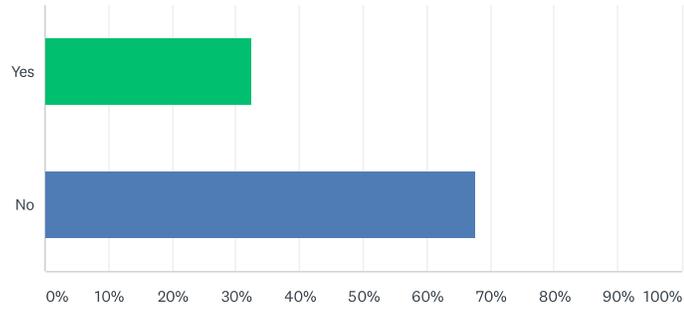


ANSWER CHOICES	RESPONSES
Daily	51.52% 17
Weekly	36.36% 12
Monthly	21.21% 7
Other (please specify)	24.24% 8
Total Respondents: 33	

#	OTHER (PLEASE SPECIFY)	DATE
1	varies based on the client's needs	11/27/2019 12:26 PM
2	Varies	11/26/2019 2:43 PM
3	as needed	11/19/2019 10:02 AM
4	not often	11/19/2019 8:13 AM
5	depends upon the client	11/19/2019 7:41 AM
6	for our office maybe 3 times per month	11/13/2019 2:03 PM
7	As appts are made	11/13/2019 9:46 AM
8	as needed	11/12/2019 11:08 AM

### Q12 Do employees or volunteers of your organization regularly use their personal vehicles to transport your clients?

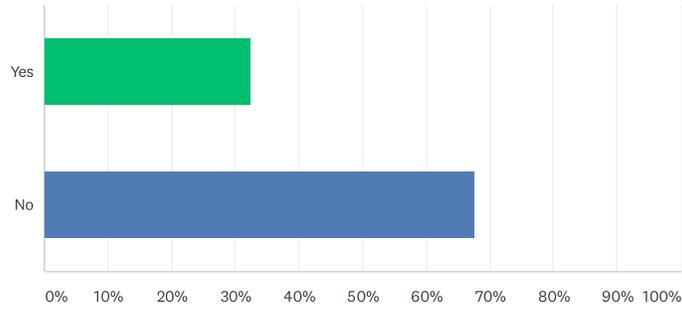
Answered: 34 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	32.35%	11
No	67.65%	23
TOTAL		34

### Q13 Does your organization own or lease vehicles for staff or volunteers to use instead of their personal vehicles?

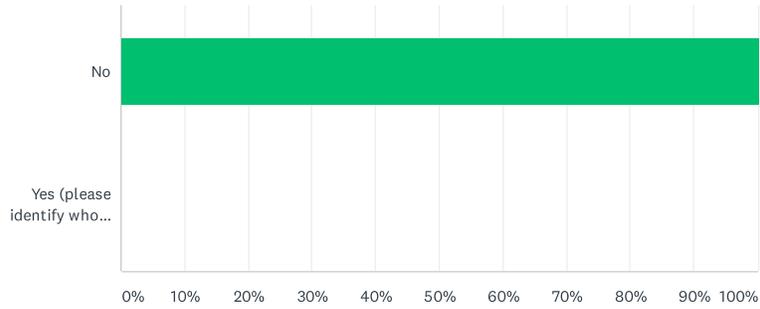
Answered: 34 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	32.35%	11
No	67.65%	23
TOTAL		34

### Q14 Is anyone other than your staff or clients eligible to obtain rides in your vehicles?

Answered: 10 Skipped: 40



ANSWER CHOICES	RESPONSES
No	100.00% 10
Yes (please identify who else would be eligible to obtain rides)	0.00% 0
<b>TOTAL</b>	<b>10</b>

#	YES (PLEASE IDENTIFY WHO ELSE WOULD BE ELIGIBLE TO OBTAIN RIDES)	DATE
	There are no responses.	

### Q15 How many passenger vehicles, owned or operated by your organization, are used to transport clients?

Answered: 11 Skipped: 39

#	RESPONSES	DATE
1	unknown	11/27/2019 12:26 PM
2	1	11/26/2019 3:06 PM
3	1	11/21/2019 8:34 AM
4	37	11/21/2019 7:12 AM
5	All of them (15)	11/20/2019 4:10 PM
6	None	11/19/2019 3:27 PM
7	one	11/19/2019 8:41 AM
8	none	11/19/2019 8:14 AM
9	none	11/15/2019 4:05 PM
10	NONE	11/13/2019 4:53 PM
11	1	11/12/2019 2:32 PM

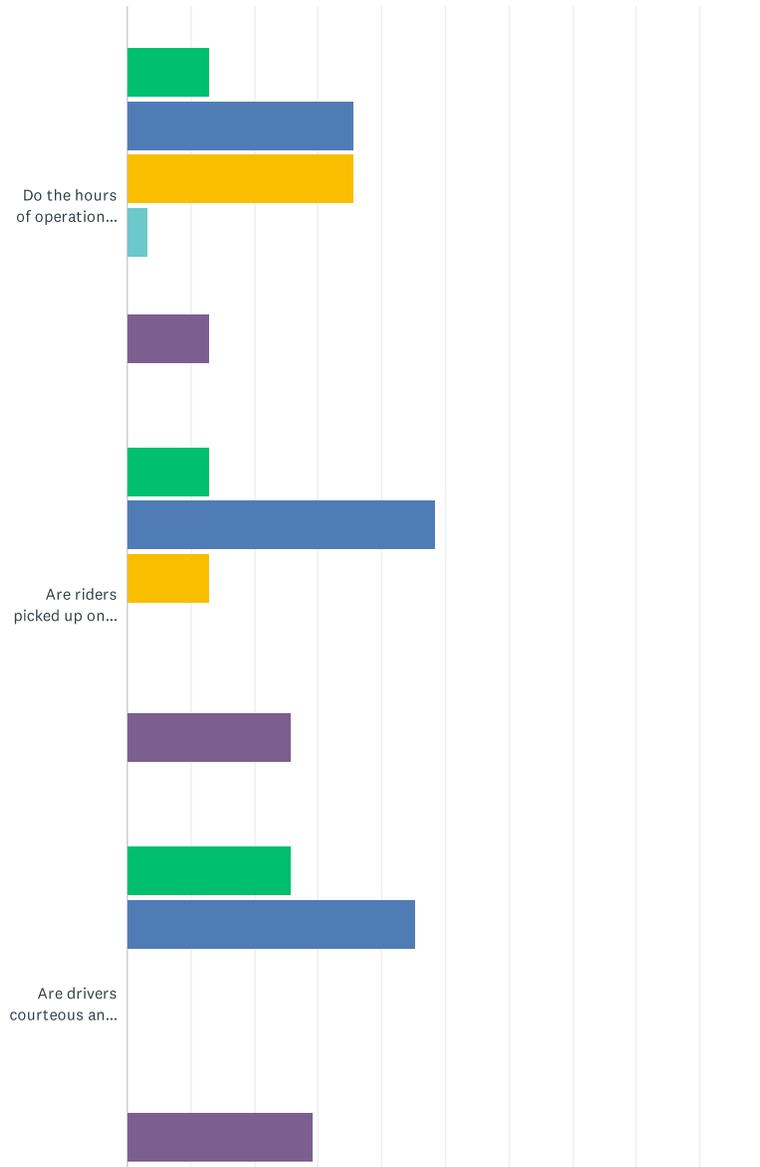
Q16 How many wheelchair accessible (ADA compliant) vehicles, owned or operated by your organization, are used to transport your clients?

Answered: 11 Skipped: 39

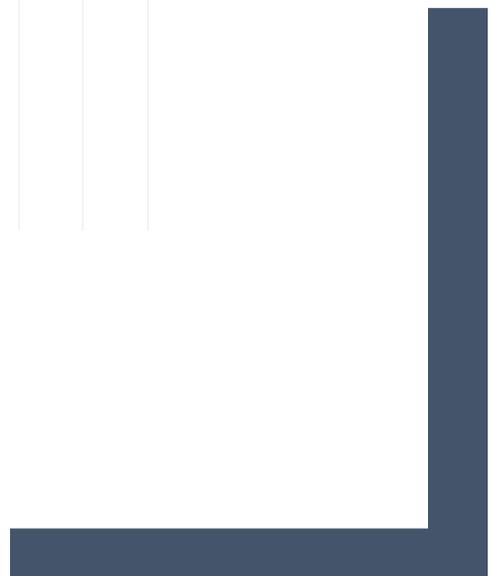
#	RESPONSES	DATE
1	unknown	11/27/2019 12:26 PM
2	0	11/26/2019 3:06 PM
3	0	11/21/2019 8:34 AM
4	37	11/21/2019 7:12 AM
5	0	11/20/2019 4:10 PM
6	None	11/19/2019 3:27 PM
7	none	11/19/2019 8:41 AM
8	none	11/19/2019 8:14 AM
9	none	11/15/2019 4:05 PM
10	NONE	11/13/2019 4:53 PM
11	0	11/12/2019 2:32 PM

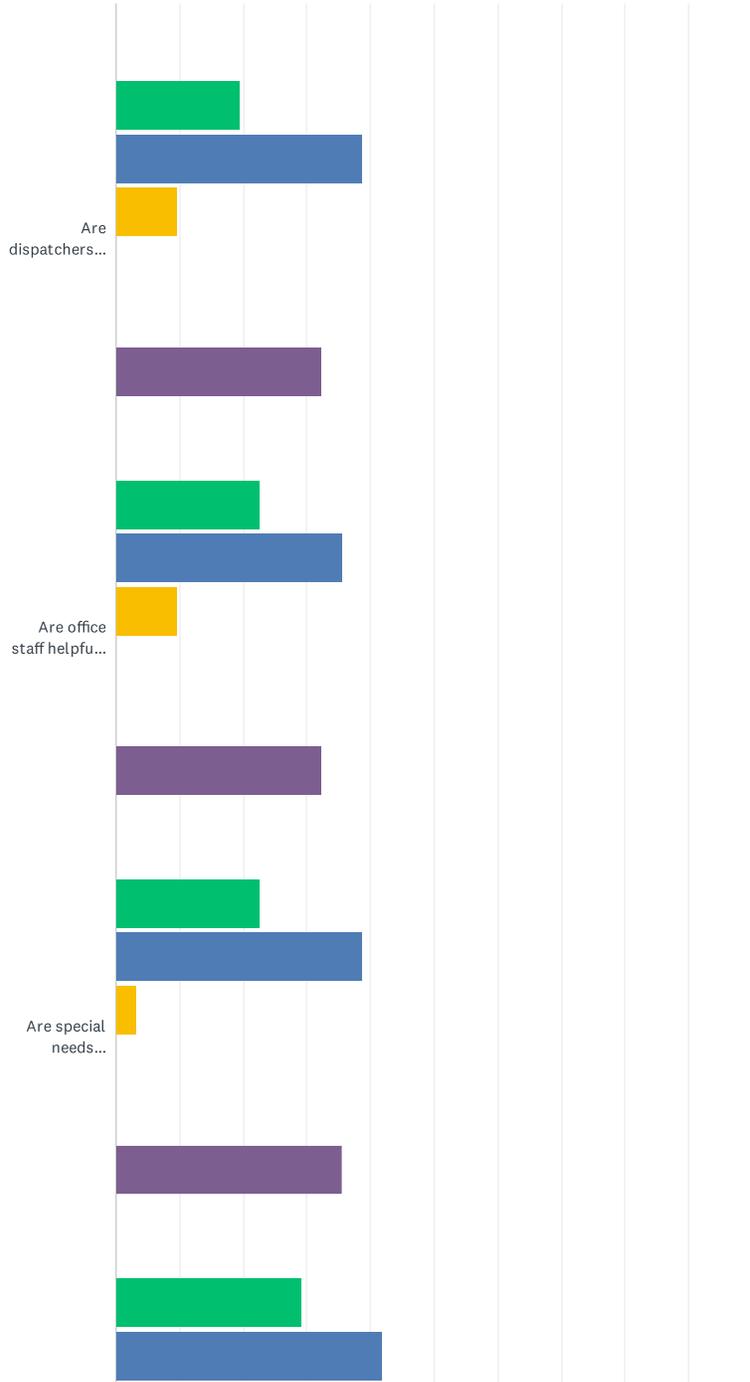
### Q17 Please respond regarding your (or your organizations) experiences with the Southern Iowa Trolley [Always; Usually; Sometimes; Rarely; Never; Not Applicable]

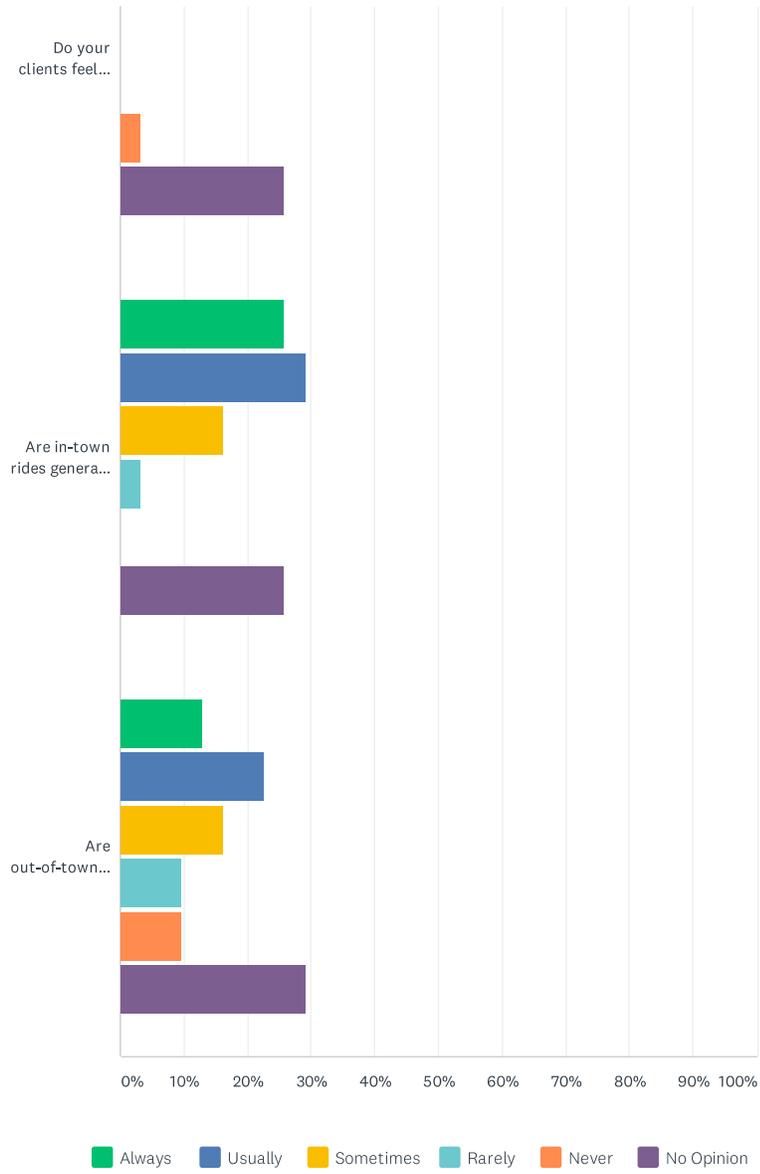
Answered: 31 Skipped: 19



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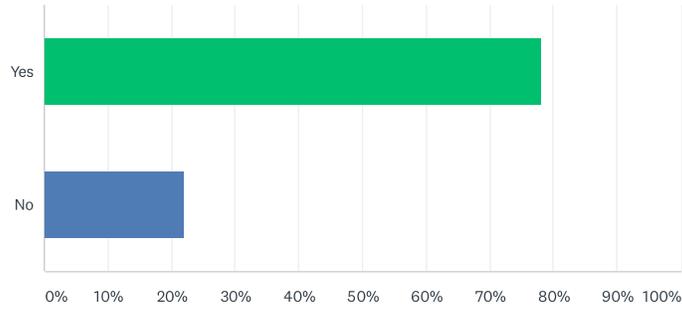
RPA 14/ATURA Passenger Transportation Plan Survey

SurveyMonkey

	ALWAYS	USUALLY	SOMETIMES	RARELY	NEVER	NO OPINION	TOTAL
Do the hours of operation meet your needs?	12.90% 4	35.48% 11	35.48% 11	3.23% 1	0.00% 0	12.90% 4	31
Are riders picked up on time?	12.90% 4	48.39% 15	12.90% 4	0.00% 0	0.00% 0	25.81% 8	31
Are drivers courteous and helpful?	25.81% 8	45.16% 14	0.00% 0	0.00% 0	0.00% 0	29.03% 9	31
Are dispatchers helpful and able to meet your needs?	19.35% 6	38.71% 12	9.68% 3	0.00% 0	0.00% 0	32.26% 10	31
Are office staff helpful and able to meet your needs?	22.58% 7	35.48% 11	9.68% 3	0.00% 0	0.00% 0	32.26% 10	31
Are special needs passengers (handicapped or very young) properly cared for?	22.58% 7	38.71% 12	3.23% 1	0.00% 0	0.00% 0	35.48% 11	31
Do your clients feel safe when they ride on Southern Iowa Trolley?	29.03% 9	41.94% 13	0.00% 0	0.00% 0	3.23% 1	25.81% 8	31
Are in-town rides generally affordable?	25.81% 8	29.03% 9	16.13% 5	3.23% 1	0.00% 0	25.81% 8	31
Are out-of-town rides generally affordable?	12.90% 4	22.58% 7	16.13% 5	9.68% 3	9.68% 3	29.03% 9	31

### Q18 Do you believe that there are significant unmet public transportation needs for your organization and/or other organizations similar to yours?

Answered: 32 Skipped: 18

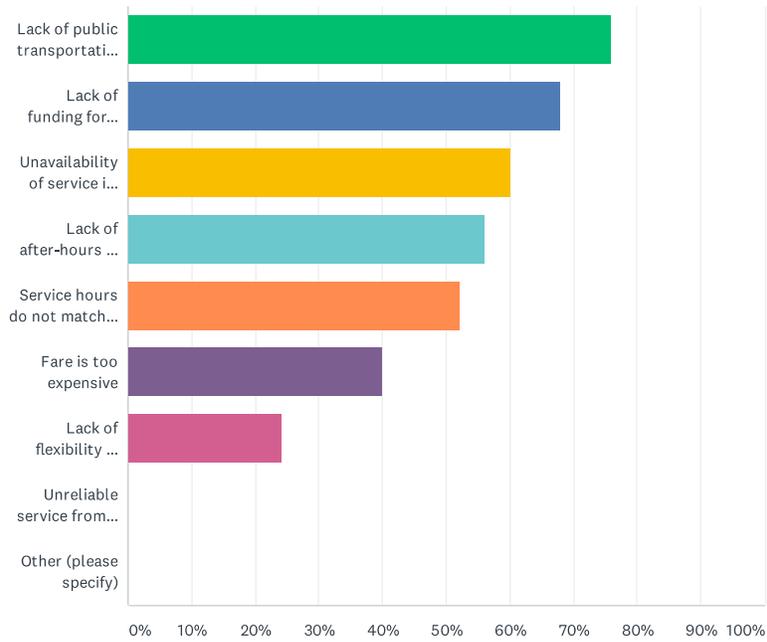


ANSWER CHOICES	RESPONSES	
Yes	78.13%	25
No	21.88%	7
TOTAL		32



### Q19 Why do you believe that there are significant unmet public transportation needs for your organization and/or other organizations similar to yours?

Answered: 25 Skipped: 25



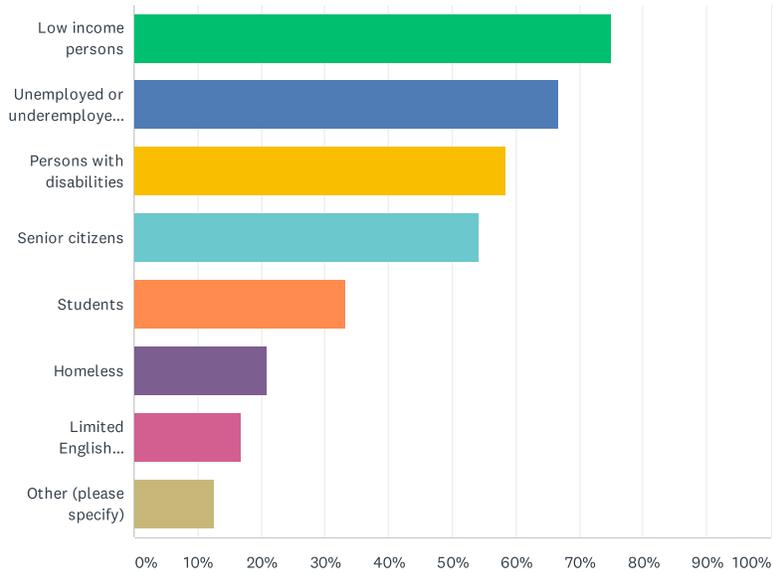
ANSWER CHOICES	RESPONSES	
Lack of public transportation service options	76.00%	19
Lack of funding for transportation services	68.00%	17
Unavailability of service in some locations	60.00%	15
Lack of after-hours and weekend public transportation services	56.00%	14
Service hours do not match working hours	52.00%	13
Fare is too expensive	40.00%	10
Lack of flexibility by the Southern Iowa Trolley in scheduling pick-up/ return times for trips	24.00%	6
Unreliable service from the Southern Iowa Trolley	0.00%	0
Other (please specify)	0.00%	0
Total Respondents: 25		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	



### Q20 What group(s) have unmet transportation needs? (select all that apply)

Answered: 24 Skipped: 26

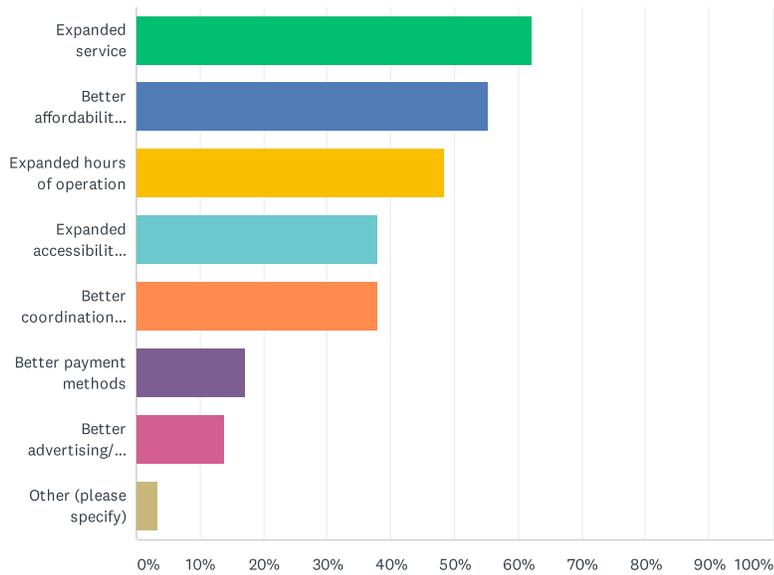


ANSWER CHOICES	RESPONSES
Low income persons	75.00% 18
Unemployed or underemployed individuals	66.67% 16
Persons with disabilities	58.33% 14
Senior citizens	54.17% 13
Students	33.33% 8
Homeless	20.83% 5
Limited English proficiency populations	16.67% 4
Other (please specify)	12.50% 3
Total Respondents: 24	

#	OTHER (PLEASE SPECIFY)	DATE
1	Moms with young children	11/19/2019 3:28 PM
2	varies	11/19/2019 8:15 AM
3	persons experiencing mental health concerns or substance use disorder	11/12/2019 11:09 AM

### Q21 How could service to your organization be improved? (select all that apply)

Answered: 29 Skipped: 21

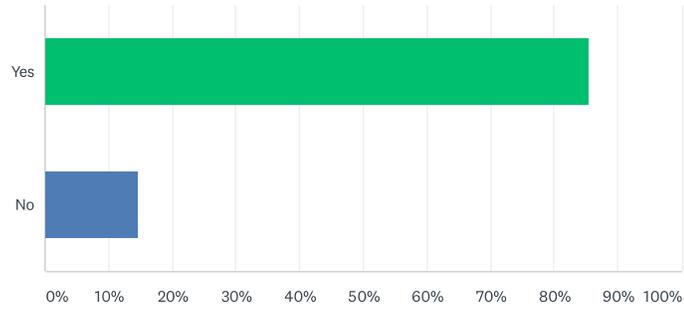


ANSWER CHOICES	RESPONSES
Expanded service	62.07% 18
Better affordability of service	55.17% 16
Expanded hours of operation	48.28% 14
Expanded accessibility of service (for disabled and/or elderly population)	37.93% 11
Better coordination of service	37.93% 11
Better payment methods	17.24% 5
Better advertising/marketing	13.79% 4
Other (please specify)	3.45% 1
Total Respondents: 29	

#	OTHER (PLEASE SPECIFY)	DATE
1	Having service available when needed.	11/12/2019 10:32 AM

### Q22 Do you believe that there are significant unmet public transportation needs in the region overall?

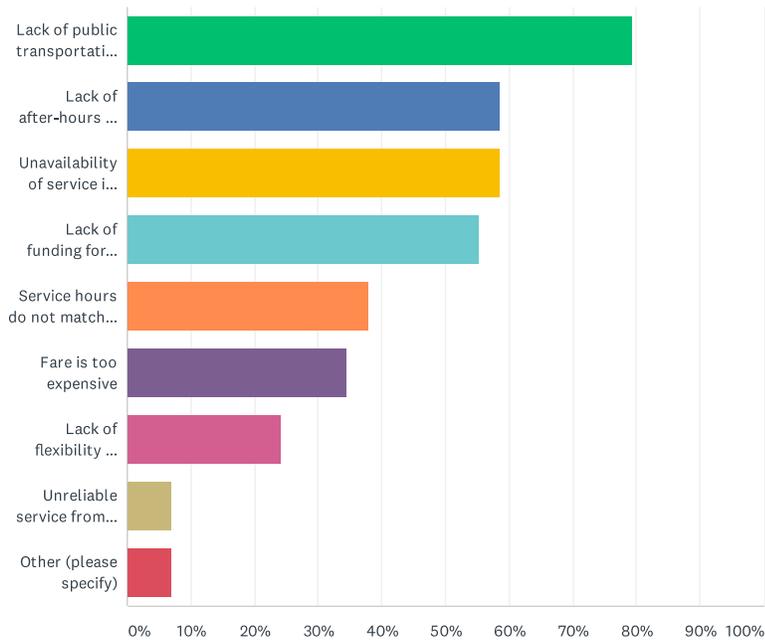
Answered: 34 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	85.29%	29
No	14.71%	5
TOTAL		34

### Q23 Why do you believe that there are significant unmet public transportation needs in the region?

Answered: 29 Skipped: 21



ANSWER CHOICES	RESPONSES
Lack of public transportation service options	79.31% 23
Lack of after-hours and weekend public transportation services	58.62% 17
Unavailability of service in some locations	58.62% 17
Lack of funding for transportation services	55.17% 16
Service hours do not match working hours	37.93% 11
Fare is too expensive	34.48% 10
Lack of flexibility by the Southern Iowa Trolley in scheduling pick-up/ return times for trips	24.14% 7
Unreliable service from the Southern Iowa Trolley	6.90% 2
Other (please specify)	6.90% 2
Total Respondents: 29	

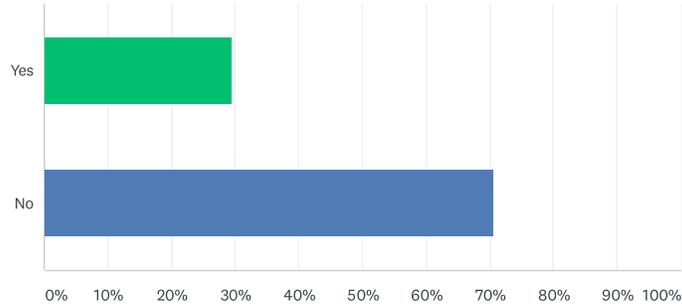
RPA 14/ATURA Passenger Transportation Plan Survey

SurveyMonkey

#	OTHER (PLEASE SPECIFY)	DATE
1	Lack of drivers in some areas which can cause missed opportunities for families in need of transportation in a pinch.	12/3/2019 9:59 AM
2	lack of knowledge of services	11/12/2019 11:10 AM

### Q24 Have you ever used the Southern Iowa Trolley in your personal life?

Answered: 34 Skipped: 16

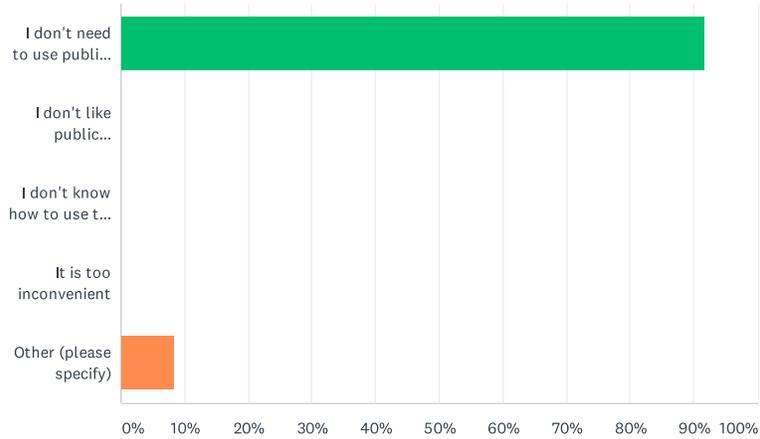


ANSWER CHOICES	RESPONSES
Yes	29.41% 10
No	70.59% 24
TOTAL	34



### Q25 Why don't you use the Southern Iowa Trolley in your personal life?

Answered: 24 Skipped: 26

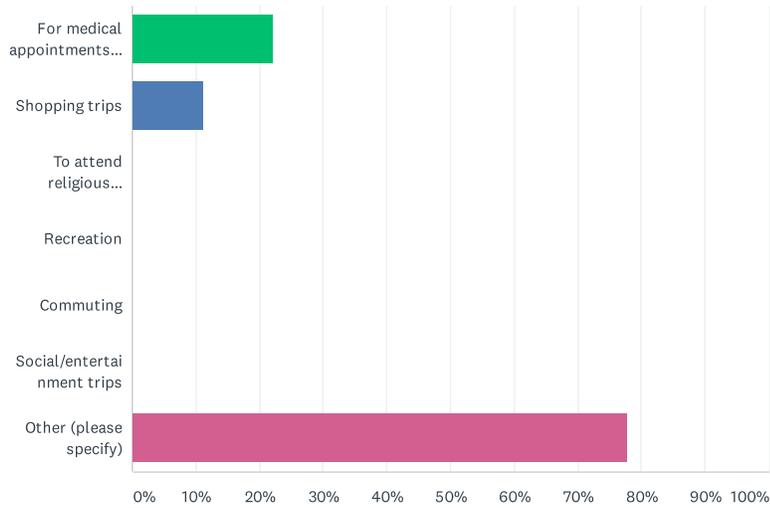


ANSWER CHOICES	RESPONSES	
I don't need to use public transportation	91.67%	22
I don't like public transportation	0.00%	0
I don't know how to use the Southern Iowa Trolley	0.00%	0
It is too inconvenient	0.00%	0
Other (please specify)	8.33%	2
Total Respondents: 24		

#	OTHER (PLEASE SPECIFY)	DATE
1	I don't live within their operating area	11/19/2019 9:11 AM
2	easier for me to drive myself	11/13/2019 2:28 PM

### Q26 Why do you use the Southern Iowa Trolley? (select all that apply)

Answered: 9 Skipped: 41

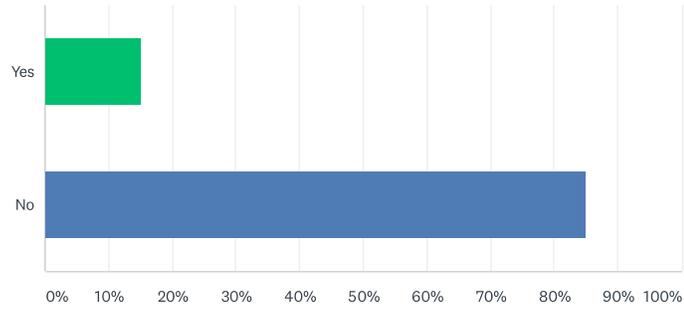


ANSWER CHOICES	RESPONSES
For medical appointments trips	22.22% 2
Shopping trips	11.11% 1
To attend religious services	0.00% 0
Recreation	0.00% 0
Commuting	0.00% 0
Social/entertainment trips	0.00% 0
Other (please specify)	77.78% 7
Total Respondents: 9	

#	OTHER (PLEASE SPECIFY)	DATE
1	transport child from school to daycare	11/27/2019 12:29 PM
2	Children used for transportation from preschool to daycare years ago.	11/27/2019 8:09 AM
3	A child used it for transport to preschool	11/20/2019 4:13 PM
4	for my child	11/19/2019 10:07 AM
5	Afterschool transportation for a child	11/19/2019 8:23 AM
6	my child rode the trolley to and from school and to daycare	11/15/2019 4:07 PM
7	Picking up children from school	11/13/2019 4:56 PM

### Q27 Has there ever been a time when you needed to use the Southern Iowa Trolley but it was not available?

Answered: 33 Skipped: 17

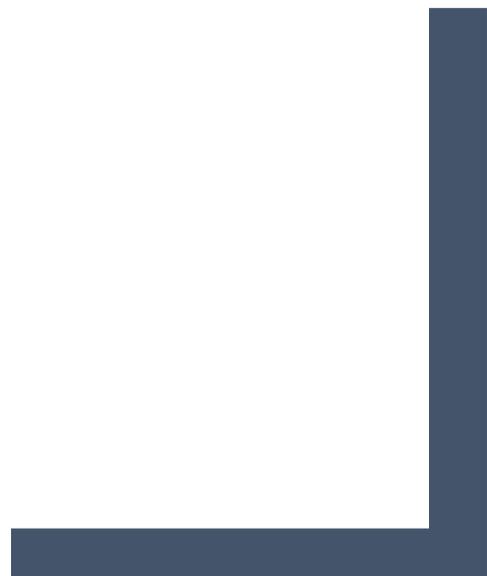


ANSWER CHOICES	RESPONSES	
Yes	15.15%	5
No	84.85%	28
TOTAL		33

### Q28 Why was the Southern Iowa Trolley not able to provide service for you?

Answered: 5 Skipped: 45

#	RESPONSES	DATE
1	No driver in the area for that specific day.	12/3/2019 10:00 AM
2	Hours of service	11/27/2019 8:10 AM
3	Outside their hours of operation	11/19/2019 9:12 AM
4	Residents have had weddings or family reunions and unable to go.	11/19/2019 8:24 AM
5	After hours	11/13/2019 4:56 PM



## Q29 Other comments regarding public transportation in the region

Answered: 5 Skipped: 45

#	RESPONSES	DATE
1	It is hard to provide full access to public transportation in our rural areas. Not cost effective for the public transportation provider. However, when our clients need to utilize the public transportation, it is usually for the family's basic well-being.	12/3/2019 10:03 AM
2	More funding is needed to expand service to the whole region	11/19/2019 9:13 AM
3	Elaine at Creston does a great job arranging transport with proper notice given to her.	11/19/2019 8:25 AM
4	We feel some folks need the hours to be expanded due to them needing rides to and from work at an affordable cost	11/15/2019 4:08 PM
5	We need more availability	11/13/2019 9:50 AM